

Hall County School District

Instructional Support Services Administrative Assistant

Position Summary

The Instructional Support Services Administrative Assistant provides comprehensive administrative and organizational support to the Department of Instructional Support Services. This position serves as the department's primary point of contact and supports district initiatives in instructional content creation, MTSS, literacy, instructional coaching, professional learning, and other instructional support programs. The Administrative Assistant performs a wide range of clerical, technical, and customer service responsibilities while maintaining confidentiality, accuracy, and efficiency in a fast-paced environment.

Essential Duties and Responsibilities

Administrative Support

- Assist in planning, scheduling, and coordinating district meetings, professional learning sessions, workshops, conferences, and special events.
- Maintain department calendars and schedules for administrators, instructional staff, meeting spaces, and district events.
- Coordinate meeting logistics, including room reservations, technology setup, materials preparation, and participant communication.
- Answer telephone calls and electronic communications, providing accurate information and directing inquiries to appropriate personnel.
- Welcome and assist visitors professionally and courteously.
- Prepare purchase orders, requisitions, reimbursements, and related financial documents in accordance with district procedures.
- Monitor departmental budgets and expenditures as assigned.
- Maintain inventories of office supplies, instructional materials, and equipment.
- Order supplies and materials while ensuring efficient use of departmental resources.
- Coordinate receiving and distribution of instructional materials and office supplies.
- Assist with preparation of reports, presentations, and instructional materials.
- Support district initiatives by coordinating logistics and maintaining project timelines.
- Maintain confidentiality regarding student records, personnel matters, and sensitive departmental information.
- Perform other duties as assigned by the Director of Instructional Support Services.

Record Management

- Maintain accurate departmental files, records, databases, and documentation in accordance with district procedures and state regulations.
- Organize electronic and paper filing systems to ensure efficient retrieval of information.

- Process, organize, maintain, and archive student records and files related to Multi-Tiered System of Supports (MTSS), ensuring confidentiality and compliance with district, state, and federal guidelines.

Technology Responsibilities

- Demonstrate proficiency with Google Workspace, including Google Docs, Sheets, Slides, Forms, Calendar, Gmail, and Google Drive.
- Utilize district software systems to maintain records, calendars, student information, purchasing, and departmental documentation.
- Create and maintain electronic forms, spreadsheets, databases, and digital filing systems.
- Maintain and update departmental digital resources and shared drives.

Communication and Customer Service

- Serve as a liaison between the Instructional Support Services Department, schools, district departments, and community stakeholders.
- Communicate effectively with administrators, teachers, staff, and outside agencies.
- Prepare communications, notices, memoranda, and informational materials for distribution.
- Distribute incoming mail and coordinate outgoing correspondence and shipments.
- Maintain a high level of professionalism, confidentiality, and customer service in all interactions.

Minimum Qualifications

- High school diploma or equivalent required.
- Previous administrative or secretarial experience preferred.
- Demonstrated proficiency in Google Workspace (Google Docs, Sheets, Slides, Forms, Drive, Gmail, and Calendar).
- Excellent organizational, communication, and interpersonal skills.

Knowledge, Skills, and Abilities

- Exceptional customer service skills.
 - Strong written and verbal communication.
 - Excellent organizational and time management skills.
 - Ability to manage multiple priorities simultaneously.
 - Knowledge of standard office procedures and equipment.
 - Ability to prepare reports, correspondence, and professional documents.
 - Ability to work effectively with diverse stakeholders.
 - Ability to exercise sound judgment and professionalism.
 - Ability to maintain strict confidentiality.
 - Ability to work independently while supporting a collaborative team environment.
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Physical Demands

- Regular sitting, standing, walking, bending, reaching, and lifting materials up to 25 pounds.
- Frequent use of computers and standard office equipment.
- Occasional travel to district schools or meetings as required.

Reports To

Dr. Mandy Dale, Director of Instructional Support Services