Reports to:	Director of Communicative & Health Specialty Support Services
School/Department:	Educational Support Services
Pay Grade:	Office Professional/CS5
Work Days:	226
Wage/hour status:	Non-Exempt
Created/revised:	October 2026

Primary Purpose:

Provides office professional support for multiple departments within the Educational Support Services Division in a central administrative office. Coordinate office activities and perform advanced level secretarial/clerical duties for the Director of Communicative & Health Specialty Support and their team members in support of the on-going operations of the departments.

Qualifications:

Minimum Education/Certification:

- High school diploma or GED
- Nine (9) hours of college coursework or comparable from an accredited college or university recognized by the US Department of Education preferred

Special Knowledge/Skills:

- Knowledge of standard office procedures and practices including event and activity planning
- Skill in operating multi-line phone system and efficiently answer questions and route calls as necessary
- Skill in operating computer for data entry/information retrieval plus basic office equipment such as copier, fax, scanner
- Skill in assisting telephone and walk in customers using proper etiquette and customer service techniques in a fast, friendly, and flexible manner
- Skill in the use of keyboarding, Google services (email, forms, etc.), Microsoft Word, Power Point, Excel, and web-based data management systems and software packages
- Skill in bookkeeping such as reconciliation, journal entries, account balance, and reporting
- Skill in basic mathematical calculations, data entry, and detailed numerical/clerical work
- Skill in processing a high volume of transactions
- Skill in document preparation utilizing proper format, spelling, grammar, punctuation, and proofreading
- Ability to prioritize tasks and coordinate multiple projects to meet specific deadlines
- Ability to maintain confidentiality of privileged and sensitive information
- Ability to maintain necessary files/reports according to district audit rules & procedures
- Ability to maintain professional behavior, appearance, and work ethic to represent the school district in a positive manner at all times
- Ability to communicate effectively with tact and diplomacy and provide a high level of customer service to employees, administrators, District officials, parents, co-workers, volunteers, vendors, and the general public

Experience:

- Five years of successful secretarial/clerical experience in a professional office setting
- School district or college/university setting in a large department or campus preferred
- Experience with Special Education preferred
- Familiarity with terminology and administrative processes related to school health services, speech-language pathology, audiology, and vision services preferred

Major Responsibilities and Duties:

Special Education Office Professional Support

1. Demonstrate ethical conduct, sound judgment, and strong decision-making skills.
2. Serve as the point of contact for walk in and telephone inquiries for multiple departments.
3. Answer and respond to incoming calls, including many inquiries, take reliable messages, and route appropriately.
4. Schedule meetings for department team members in a timely manner and manage multiple calendars.
5. Create and prepare documents for departmental meetings including maintenance of sign in sheets and attendance records.
6. Provide support to department staff at the direction of the Director.
7. Receive, sort, and distribute mail and other documents to department staff.
8. Provide support for the execution of large-scale, high profile, district wide events, including reserving venues, room set up and clean up, collecting RSVPS, recording attendance, securing and testing technology, purchasing refreshments, ordering, preparing and distributing supplies.
9. Process travel for department staff, including organizing and securing registration, hotels and transportation.
10. Shop for, pick up and deliver materials for meetings and events.
11. Be available to provide support outside traditional hours for special events.
12. Maintain storage items and supply resources for multiple departments.
13. Manage supply order requests and required documentation for purchases as directed.
14. Assist with coordinating interviews, including scheduling candidates, communicating interview details, preparing materials, and arranging meeting spaces or virtual links.

Records, Reports, and Correspondence

1. Prepare correspondence, forms, reports, manuals, and presentations for the department head and other department staff members.
2. Compile, maintain, and file all reports, records, and other documents as required.

Communication

1. Use discretion and good judgement at all times, including outside of work and on personal social media, to maintain confidentiality of sensitive matters.
2. Maintain a positive and effective relationship with coworkers, supervisor, district officials and employees, vendors, outside agencies and organizations, volunteers, and the general public.
3. Provide outstanding customer service.

Other

1. Maintain confidentiality of privileged and sensitive information when received and distributed to appropriate designees as directed by the Director.
2. Attend meetings and professional development as required or to enhance knowledge, skills, and abilities and remain current on new and emerging technologies and innovations.
3. Attend training on various software/hardware that is being supported by Humble ISD and maintain a working knowledge of the same.
4. Maintain an organized work environment.
5. Perform other duties as assigned

Supervisory Responsibilities:

None

Equipment Used:

Computer, printer, copier, telephone, scanner, and fax machine

Mental Demands/Physical Demands/Environmental Factors

Maintain emotional control under stress
Work with frequent interruptions
Requires performing tasks mostly sitting, some walking, bending, stooping and lifting up to 40 lbs
Occasional prolonged, irregular work hours, and overtime hours -flexibility with schedule preferred
Workload is deadline driven
Prolonged use of equipment and computers with repetitive hand motions
Frequent contact with parents, community, and/or other district/campus employees
Occasional travel within the District
Office atmosphere may be noisy and hectic. Office may be "open" with multiple employees working in same room containing two or more desks and equipment.
Work location assigned requires physical presence in office
Daily attendance and punctuality are essential functions of the job

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved by _____ Date _____

Reviewed by _____ Date _____