

JOB TITLE: Administrative Assistant to the District Office

DATE: February 2026

REPORTS TO: Superintendent

APPROVED BY: Superintendent

SALARY RANGE: Support Staff Range IV

ASSIGNMENT: 50 weeks/year
8 hours per day

JOB SUMMARY:

Responsible for providing high-level receptionist and administrative support for the District Office. Serves as the first point of contact for students, families, staff, and community members by delivering exceptional customer service and ensuring inquiries are directed to the appropriate department, building, or administrator. Performs key clerical and operational support functions for the District Office. This position requires a dedicated and dependable individual who provides consistent, professional support in a welcoming environment. The Administrative Assistant must maintain a professional appearance and demeanor at all times, as they represent the District Office and serve as the face of the school district to the public.

ESSENTIAL FUNCTIONS:

1. Provides front-line customer service for the District Office by greeting visitors, answering questions, and ensuring a welcoming, professional environment for all stakeholders.
2. Serves as the primary call and communication coordinator for the District Office by answering incoming calls, determining caller needs, and routing inquiries to the correct staff member, department, or school building in a timely and courteous manner.
3. Responds to general questions from families and community members regarding district operations, services, events, and procedures, escalating concerns when appropriate.
4. Processes all incoming U.S. mail and interoffice mail, sorting and distributing items to the appropriate departments and staff.
5. Maintains the postage machine and processes outgoing mail for the district, including completion of required documentation for bulk mailings and preparation of monthly postage reports.
6. Schedules and reserves conference rooms and meeting spaces at the District Office using the calendar system.
7. Maintains inventory of supplies for the District Office and coordinates ordering in a fiscally responsible manner, ensuring operational needs are met while seeking the best pricing and value for the district.
8. Processes Property Tax Rebate requests for eligible senior residents by assisting applicants, confirming eligibility information, coordinating with the state, and submitting reports to the Business Office for Board documentation.
9. Assists eligible residents with obtaining Certificates of Residency for the HACC tuition program, including verifying required documentation and processing requests in a timely manner.
10. Processes insurance claims and prepares Certificates of Insurance for district-related organizations and activities.

11. Provides administrative assistance and clerical support for district office departments, including special projects and district-wide initiatives as determined in collaboration with the Executive Assistant to the Superintendent.
12. Works collaboratively with the district office leadership on operational projects, support functions, and additional duties as assigned.

QUALIFICATIONS:

High school diploma required; additional post-secondary coursework or training preferred. Minimum of two years of administrative, receptionist, or general office experience, preferably in a school or public service setting. Exceptional interpersonal and customer service skills with the ability to communicate effectively with a diverse population of students, families, staff, and community members. Must be a team player and work collaboratively with district stakeholders. Strong organizational skills and ability to manage multiple competing priorities while maintaining professionalism and confidentiality. Proficiency in Microsoft Office and general office technology systems.

PHYSICAL REQUIREMENTS:

Position is in a typical office environment with mostly sitting required. At times, the following is required: stooping, crouching, reaching with hand and arm with repetitive motion, standing in a stationary position, walking at moderate speed, and use of fingers. May be required to lift items up to 20lbs. Able to communicate verbally and to hear with no more than a 40-decibel loss. Vision clarity of near, far and mid-range vision is needed (less than 20 inches and more than 20 feet). Depth perception ability to focus on objects clearly, with field of vision and able to identify colors.