

## **OFFICE SUPPORT ASSISTANT**

Classification: Office Support Assistant

Location: Assigned Department

Reports to: District Administrator

FLSA: Non-Exempt

Bargaining Unit: OSEA

This is a standard position description to be used for positions with similar duties, responsibilities, classification and compensation. Employees assigned to the position description may or may not be assigned all of the duties identified herein.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

### **Part I: Position Summary:**

Performs in one or more of a variety of school clerical or district office support environments. Activities may include but are not limited to front office operations, reception activities, student attendance reporting, counseling services support, special education and/or district office or department support, and English language development support.

### **Part II: Supervision and Controls over the Work:**

Works under the supervision of an administrator and receives specific project and work direction and guidance from a variety of staff members to include the school or department secretary, school staff, special staff and other school/department administrators. Work is controlled and/or guided by professional practice, school and district policies, procedures and specific directions and expectations.

### **Part III: Major Duties and Responsibilities (depending on specific assignment):**

Some or all of the following duties may be performed based on the requirements of a school or central office organization.

1. Secretarial support: performs a wide range of general office administrator and clerical tasks. Prepares, maintains, and assists in disposition of files and records. Inputs, operates, and maintains electronic data bases and files as assigned. Assist in preparation and distribution of mail, bulletins, and special materials. Answers telephones, directly assist or routes callers to the proper office/person, and make calls to parents and community members. Enters and updates computer records. Assists students, teachers,

parents and community members as needed. May assist in collecting local school funds. Operates and maintains office equipment and is skilled in the use of such equipment.

2. Central Office Administrative Support: Provides general office administrative support under the direction and guidance of an office secretary or administrative assistant. Provides all or most of the duties identified in “1” above in support of a lead secretary/administrative assistant. Provides back-up support and steps up to the duties of the secretary/administrative assistant as required. Demonstrates initiative in performing duties and responsibilities as assigned by the secretary, administrative assistant, or administrator.
3. Student Attendance: types, maintains, files and records student registration or attendance data. Reports attendance data and refers attendance problems to the designated administrator. Answers telephone and make calls pertaining to attendance. Enters and updates student data in the computer. Assists students, teachers and parents with attendance questions and issues. Prepare and mail letters and forms. Process initial truancy referrals by contacting students and parents.
4. Student Registration: Registers all new students, making sure all appropriate paperwork and data entry is completed, all affected personnel are informed, and all information is input into the computer system. Ensures students live in attendance area and if not, that all required paperwork for boundary exceptions are completed and on file.
5. Educational Staff Support: May assist the school counselor(s), school psychologist, school nurse, and other specialized staff by providing secretarial and other various support services. Promotes positive public relations for the office, the school, and the district.
6. Publication & Events Support: Secretarial support includes scheduling, publishing newsletters, planning and supporting graduation processes and materials at the secondary level and ceremonies at the school level, distributing and assisting with testing information and scheduling, and provides school orientation to students, parents, and community members.
7. Student Records. Receives and forwards permanent student records for new and withdrawing students. Enters, updates, and maintains confidential student personnel data and computer records. Maintains security of and access to the computer data system; inputs and reports data on student attendance, grades, transcript changes, and special education programs; orders and maintains student rosters and class schedules; maintains and reports daily student enrollment and classroom counts; prepares and generates self-

designed custom reports for administrators, staff, and PTA; prepares reports on ethnicity, accreditations, and class rank; maintains records with regard to inter/intra district transfers. Prepares, orders, distributes, and proofs bubble sheets for student progress/report card; maintains teacher comment codes; distributes finalized student progress/report cards to teachers or mails report cards home to students.

8. Secondary Scheduling and Enrollment Support. Assists counselors and administration in designing master class schedule by providing course codes for each class, teacher numbers, staff FTE, section numbers, class counts, new courses, and noted changes; distributes class registration packets to incoming students; processes information returned on student enrollment, immunization, and records; reviews conflicts and finds alternative classes; maintains data on master schedule throughout the school year; may assist with course description handbook.
9. Secondary ASB Support. Keep appropriate account records of ASB book, purchase orders, invoices, and master activity calendars; prepare schedules, appointments and budget. Follow district's procedures for the procurement of supplies, equipment, printing, maintenance services, etc. Prepare monthly statements for ASB Club Advisors and coaches. Maintain athletic eligibility records and other miscellaneous duties related to athletic events.
10. Health Room Management. Maintains health room in the absence of the nurse. Dispenses medications, performs minor first aid, and maintains health room records concerning student injuries or medications.

Performs other duties as assigned.

#### **Part IV: Minimum Qualifications:**

Incumbents must have successful experience in working with culturally diverse families and communities, or have otherwise demonstrated a commitment to strengthening engagement of a diverse community and skill in communicating with a diverse population.

- Graduation from high school or equivalent.
- Must possess basic clerical skills including typing and filing, and must possess knowledge of basic office equipment and technology and keyboarding skills of at least 40 words per minute.
- Must possess certification of first aid procedures. CPR and defibrillator training may be required.

- Knowledge of general secretarial procedures including excellent grammar and proofing skills, and the ability to maintain accurate and reliable records and data.
- Ability to work effectively in an environment with frequent interruptions requiring the ability to concentrate and consistently produce accurate work while responding to interruptions and changing priorities.
- Ability to interact with students, parents, staff, and community members, personally, telephonically, and through electronic communications, in a warm and confident manner.
- Initiative and ability to work with minimal direction; sound judgment and decision making capabilities are essential.
- Ability to maintain confidentiality of all school and personnel matters.
- Demonstrate sensitivity to the cultural, ethnic, gender, and religious diversity of students, staff, parents, and community.

**Part V: Desired Qualifications:**

- Bilingual and bicultural skills.

**Part VI: Physical and Environmental Requirements of the Position:**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, talk, lift, carry, move about, hear and speak. Employee may be required to perform extensive work at a computer display terminal.
- The employee must occasionally lift and/or move 25 to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- It may be expected that the individual could be exposed to blood or other potentially infectious materials or illnesses during the course of their duties. The noise level in the work environment is usually moderate but can be loud on occasion.