



JOB DESCRIPTION

Job Title: HR Secretary – Switchboard Operator
Job Family: Clerical/Administrative Support
Pay Program: Classified
Prepared/Revised Date: December 2024

FLSA Status: Non-Exempt
Pay Range: 11
Work Year: 248 Days

SUMMARY: This position serves as the District's first point of contact, playing a pivotal role in creating a positive and professional impression through effective communication and a warm, welcoming demeanor in person, via email, and over the phone.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Front Desk Management - Greet visitors and employees in a professional and friendly manner. Answer and direct phone calls to appropriate personnel or department. Manage incoming and outgoing District and postal mail, packages and deliveries. Maintain front building reception area.	D	50%
2. Manage Human Resources Department correspondence, including emails and letters. Assist with data entry and basic reporting. Compile information into and extract information from district and department information databases, outside website and database sources. Assist with general office tasks such as filing and scanning.	D	15%
3. Assist employees with the completion and processing of forms such as Public Student Loan Forgiveness (PSLF) applications, Verifications of Employment (VOE), and Verification of Experience with accuracy and timeliness. Gather and verify required information from HRIS system and content management systems to ensure forms are completed correctly.	D	15%
4. Assist employees with the HR application system including user access and permissions. Oversee the creation, posting and maintenance of job vacancies. Assist employees and applicants with troubleshooting system-related issues, providing guidance and escalating complex problems as needed.	D	5%
5. Assist in the onboarding of new employees through email distribution, new employee orientations and answering general inquiries. Coordinate conference rooms or meeting spaces for District events and activities. Provide general information to the public regarding school district programs, events and services.	D	5%
6. Provide backup department secretary assistance. This may include additional phone coverage, employee and department assistance.	D	5%
7. Perform other duties as assigned.	Ongoing	5%
	TOTAL =	100%

EDUCATION AND RELATED WORK EXPERIENCE (Preferred):

- High school diploma, completion of G.E.D., or equivalent vocational school or short-term courses.
- Three or more years of experience in general office occupation.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES (Preferred):

- Operating knowledge of and experience with Microsoft Word, Excel.
- Oral and written communication skills.

- English language skills.
- Bilingual skills preferred.
- Interpersonal relations skills.
- Personal computer and keyboarding skills.
- Customer service and public relations skills.
- Critical thinking and problem-solving skills.
- Ability to maintain confidentiality in all aspects of the job.
- Ability to manage multiple tasks and priorities with frequent interruptions
- Ability to diffuse and manage volatile and stressful situations.
- Ability to work with people with diverse backgrounds and abilities.
- Ability to promote and follow Board of Education policies, Superintendent policies and building/department procedures.
- Ability to communicate, interact with, and work effectively and cooperatively with people from diverse ethnic and educational backgrounds.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrators.
- Ability and willingness to adhere to attendance requirements and to follow district procedures for absence reporting. Regular attendance is an essential function of the position and necessary for the efficient operation of the business. Employees are expected to be on time and punctual for work, conforming to established work hours. It is recognized that there are times when a person must be absent due to illness or other reasons.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers and peripherals.
- Operating knowledge of and experience with Microsoft Word, Excel, PowerPoint, Access, Publisher, Google Apps.
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E- mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE
Reports to:	Human Resources Senior Manager

	POSITION TITLE	# of EMPLOYEES
Direct reports:	This job has no direct supervisory responsibilities.	N/A

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below 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.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle or feed		X		
Reach with hands and arms			X	
Climb or balance	X			
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Instruct			X	
Compute				X
Synthesize				X
Evaluate				X
Interpersonal Skills				X
Compile				X
Negotiate		X		

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	
Peripheral vision	
Depth perception	
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	X
Moderate	
Loud	
Very Loud	