



## HUNTINGTON BEACH CITY SCHOOL DISTRICT

### School Office Assistant

Established date: 7/1/2015

Revision date: 11/17/2015

#### **GENERAL PURPOSE**

Under general supervision, performs a wide variety of routine to moderately difficult and responsible clerical and technical administrative functions in support of a school office environment; prepares and maintains student records, reports, and forms; tracks and records financial transactions and supply inventories; regularly responds to standard inquiries and information requests from parents, faculty, students, school administrators, and the public; provides backup to other school administrative support staff; may provide logistical support for meetings and school events; and performs related duties as assigned.

#### **DISTINGUISHING CHARACTERISTICS**

A School Office Assistant performs office, clerical, and administrative support functions ranging in difficulty from routine to moderately difficult that require knowledge of school and District policies, procedures, and operations. Assigned work requires the use of judgment in selecting appropriate procedures, identifying and responding to student and parent concerns and issues, and solving routine to non-routine problems based on knowledge gained through experience.

School Office Assistant is distinguished from School Office Manager in that an incumbent in the latter class performs more advanced administrative support work and provides work guidance to clerical and technical support staff.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this class.

1. Provides support to students, parents, other staff, and the public over the phone or at a public counter; greets guests; answers, screens, and refers telephone calls; greets and directs visitors to the appropriate school staff member; responds to requests for routine information, questions, and complaints and refers to appropriate staff member or department those issues outside scope of knowledge or authority; provides registration packets or other written information, as requested; makes phone calls to parents, including reminder calls, calls regarding student behavior/discipline, and attendance; contacts other departments as necessary to ensure students receive proper services; answers written inquiries for standard information.
2. Prepares, organizes, and maintains assigned student and other related files and records; initiates and processes eligibility and requests for services; assists in the maintenance of health records and emergency contact forms; monitors and maintains independent study contracts, student support team, and other specialized student plans; tracks student and school test scores and placements; locates, retrieves, duplicates, and distributes copies of reports, forms, records, and documents, as requested.
3. In compliance with established procedures, performs clerical duties related to student attendance; tracks daily attendance; assists in registering and enrolling new students; assists parents in completing enrollment forms; updates phone numbers and addresses on registration/emergency cards; assembles and/or participates in assembling and distributing enrollment and registration packets; tracks staff attendance; processes time sheets for teachers and substitutes.
4. Creates, formats, edits, revises, proofreads, prints, and/or distributes a variety of school and student activity-related reports, correspondence, memoranda, forms, logs, handbooks, newsletters,

announcements, and other documents; may maintain school website content, calendars, schedules, and rosters; creates and/or revises presentation materials; establishes and maintains computerized and manual file systems, logs, distribution lists, and other data.

5. Inputs data and prepares and processes requisitions, purchase orders, and check requests; verifies the accuracy of receipts and invoices; creates spreadsheets and manages databases to track purchases; monitors and maintains inventories of office and classroom supplies and materials; maintains a postage meter and arranges for meter replenishment.
6. Tracks and maintains a variety of financial accounts including parent association funds; maintains daily student lunch count including tracking of money, types of lunches ordered, and processing student lunch applications.
7. Operates and performs minor maintenance and repairs to standard library and school office equipment, including computers, video machines, copiers, printers, and/or laminators; copies, sorts, and collates various documents and materials, including duplication for faculty; submits work orders for facilities maintenance and repair.
8. Schedules appointments and makes meeting arrangements; schedules usage of meeting rooms; sets up and cleans up for special events and meetings; contacts vendors and places orders for food, supplies, and audio visual equipment; oversees other meeting logistics.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge of:**

1. Standard school office practices and procedures, including recordkeeping and filing.
2. Customer service practices and telephone etiquette.
3. Principles and practices of sound business communication; correct English usage, including spelling, grammar, and punctuation.
4. Basic bookkeeping and elementary accounting practices and procedures.
5. Records management, recordkeeping, filing, and basic purchasing practices and procedures.
6. District rules, policies, and procedures applicable to purchasing and expense reporting.
7. District personnel policies and labor contract provisions; practices and requirements of the District payroll system.
8. Uses and operations of computers, standard business software, and specialized database and spreadsheet applications.

#### **Ability to:**

1. Operate a computer, standard business software and a variety of computer software programs and databases related to area of assignment.
2. Reach sound decisions in accordance with District and school policies and procedures.
3. Prepare clear and accurate reports, documents, data entries, and files.
4. Maintain highly confidential information.
5. Determine work priorities during peak workload periods, using sound judgment in the application of policies, rules, regulations, and standard operating procedures.
6. Communicate effectively, both orally, and in writing.
7. Understand and follow written and oral instructions.
8. Use a computer keyboard and other office equipment accurately at a speed necessary to meet the requirements of the position.
9. Establish and maintain effective working relationships with administrators, staff, students, parents, the public, and all those encountered in the course of work.

### **Education, Training and Experience**

A typical way of obtaining the knowledges, skills, and abilities outlined above is:

Graduation from high school or GED equivalent and at least one year of responsible experience in clerical or administrative support; or an equivalent combination of training and experience. Experience in a school district is preferred.

**Licenses; Certificates; Special Requirements**

Some assignments may require a valid California Class C driver’s license and the ability to maintain insurability under the District’s vehicle insurance program.

CPR and First Aid certificate required. Renewal of this certificate will be required every two years at the expense of HBCSD.

Successful completion of a comprehensive background investigation including a review of employment history, criminal conviction record, and fingerprinting is required.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this job, the employee is regularly required to sit, walk, and stand; talk and hear; use hands to finger, handle, feel, or operate objects, tools, or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is frequently required to lift up to 30 pounds unaided.

Specific vision abilities required for this job include close vision and the ability to adjust focus.

**Mental Demands**

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information, and documents; uses basic math; observes and interprets people and situations; learns and applies new information and skills; performs highly detailed work; deals with constant interruptions and multiple concurrent tasks; and interacts with others encountered in the course of work, including frequent contact with customers and/or the public and dissatisfied/abusive individuals.

**WORK ENVIRONMENT**

The employee works in an office environment where the noise level is usually quiet to moderate.

FLSA Designation:	Non-Exempt
EEO Category:	Administrative Support Workers
Bargaining Unit:	CSEA
Probationary Period:	9 months new, 6 months existing