



HUNTINGTON BEACH CITY SCHOOL DISTRICT

Educational Support Assistant I

Established date: 7/1/2015

Revision date: 11/17/2015

GENERAL PURPOSE

Under general supervision, performs responsible clerical support functions in an assigned District department, including typing, data entry, scanning documents, filing, recordkeeping, maintaining a variety of calendars and schedules, and performing receptionist duties; assists staff, volunteers, and the public with access to materials and information; provides logistical support for meetings and school events; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

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

Educational Support Assistant I is distinguished from Educational Support Assistant II in that an incumbent in the latter class performs more advanced administrative support work in support of a District-wide program.

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 other staff and the public over the phone or at a public counter; answers, screens, and refers telephone calls; greets and directs visitors to the appropriate District staff member; responds to questions, complaints, and requests for routine information and refers to appropriate staff member or department those issues outside scope of knowledge or authority; provides a variety of written information, as requested; answers written inquiries for standard information; assists staff and volunteers with access to supplies and information in the preparation of educational materials.
2. Prepares, organizes, and maintains assigned department or educational support files, materials, and records; formats, types, edits, revises, and prints reports, correspondence, statements, educational support materials, and other items ranging from routine to moderately complex; types from rough notes, drafts, modified standard formats, work orders, and oral instructions; creates spreadsheets involving limited data manipulation; reviews documents for clerical accuracy, completeness, and compliance with District requirements; copies and binds reports for distribution; prepares mass mailings; maintains department 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.
3. Inputs data and prepares and processes requisitions, purchase orders, and check requests; verifies the accuracy of receipts and invoices; maintains spreadsheets to track purchases and inventories; utilizes a postage meter and arranges for meter replenishment, when directed.
4. 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 District office practices and procedures, including recordkeeping, filing, and purchasing.
2. Customer service practices and telephone etiquette.
3. Methods of sound business communication; correct English usage, including spelling, grammar, and punctuation.
4. Basic bookkeeping practices and procedures.
5. District rules, policies, and procedures applicable to assigned duties.
6. Uses and operation 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 practices and procedures.
3. Produce 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.

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