



HUNTINGTON BEACH CITY SCHOOL DISTRICT

School Office Manager

Established date: 7/1/2015

Revision date: 11/17/2015

GENERAL PURPOSE

Under direction, provides complex, responsible, and specialized administrative and office management support duties in support of a school principal; coordinates and oversees the daily operations and activities of a school office; prepares regular and specialized reports, records, and files required in connection with school office work; interacts with staff, faculty, and parents on a wide variety of issues; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A School Office Manager performs a wide variety of office and administrative support functions for a school principal and office requiring knowledge of District and school rules, policies, and procedures. An incumbent has heavy interaction with parents, students, and staff. Assigned work requires the use of initiative and judgment in selecting appropriate work methods, understanding and applying information, and interacting with and handling routine to non-routine questions, complaints, and problems based on knowledge gained through experience.

A School Office Manager reports to the School Principal.

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. Leads, provides work guidance and direction and participates in the work of school office staff; participates in scheduling, assigning, and monitoring work of other employees for completeness, accuracy, and conformance with District standards; provides information, instruction, and training on work processes, proper uses of equipment and safe work practices; provides input to the school principal on employee work performance and behaviors; estimates personnel, equipment, and material requirements for assigned jobs; may order work materials and supplies; assists in ensuring a fair and open work environment in accordance with the District's commitment to equal employment opportunity.
2. Oversees the smooth administration of school office activities; provides support to students, parents, faculty, staff and the public in person and over the phone; represents the principal in providing information on District and school policies and procedures; serves as liaison between the principal and District administrators, other principals, staff, parents, students, outside agencies, and the community on a wide variety of issues; identifies and resolves student-related issues or refers the matters to school principal according to established policies and procedures; calls parents regarding student behavior/discipline, attendance, and other matters; contacts other departments as necessary to ensure students receive proper services.
3. Provides administrative support to the School Principal including developing, tracking, and reporting metrics, plans and documents using computer systems; audits and balances data collected from school activities; tracks student and school test scores and placements; collects school data to generate performance reports for submission to District offices; develops and maintains tracking databases; conducts or assists with evaluations of books and materials; conducts or assists with ongoing program or pilot program evaluation, measurement and verification activities; prepares and submits financial and school activity reports for management review.

4. Answers, screens and refers telephone calls to the School Principal; answers school-related questions from staff, parents, and the public; formats, types, edits, revises, and prints reports, correspondence, and other materials ranging from routine to complex; creates tracking spreadsheets involving advanced calculations and data manipulation; reviews documents for clerical accuracy, completeness, and compliance with school and District requirements; creates and/or revises presentation materials; establishes and maintains computerized and manual file systems, logs, distribution lists, and other data.
5. Oversees and participates in the maintenance of school and student-related files and records; initiates and processes eligibility and requests for services; oversees maintenance of health records and emergency contact forms; monitors and maintains school compliance with student-related legal directives and other specialized student plans; locates, retrieves, duplicates, and distributes copies of reports, forms, records, and documents, as requested.
6. 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; oversees the operation of a postage meter and its replenishment.
7. 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.
8. 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.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Office administration practices and procedures.
2. Customer service practices and telephone etiquette.
3. Practices and techniques of program analysis including data collection methods and analytical procedures appropriate to required areas of analysis.
4. Principles and practices of sound business communication; correct English usage, including spelling, grammar, and punctuation.
5. Basic bookkeeping and elementary accounting practices and procedures.
6. Records management, recordkeeping, filing, and basic purchasing practices and procedures.
7. District rules, policies, and procedures applicable to all areas of responsibility.
8. Basic practices and techniques for scheduling and coordinating the activities of other office staff.
9. District personnel policies and labor contract provisions; requirements and processes of the District payroll system.
10. Uses and operations of computers, standard business software, and specialized database and spreadsheet applications.

Ability to:

1. Assign and inspect the work of clerical and administrative support staff in the school office.
2. Compose clear, concise and comprehensive analyses, correspondence, reports, studies, notifications, presentations, and other written materials from brief instructions.
3. Operate a computer, standard business software, and a variety of computer software programs and databases related to area of assignment.
4. Reach sound decisions in accordance with District and school policies and procedures.
5. Maintain highly confidential information.
6. Determine work priorities during peak workload periods, using sound judgment in the application of policies, rules, regulations, and standard operating procedures.
7. Communicate effectively, both orally and in writing.
8. Understand and follow written and oral instructions.
9. Use a computer keyboard and other office equipment accurately at a speed necessary to meet the requirements of the position.

10. 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 three years 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 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; 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 moderate.

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