

William S. Hart Union High School District

Position Description

Position: Office Assistant III	
Job Family: Secretarial/Clerical	FLSA: Non-exempt
Approved by: Personnel Commission, October 14, 2009	Salary Range: 150

Summary

Under the direction of the principal or assigned administrator, performs recurring technical and/or specialized clerical and customer service duties within a department, program, or at a school site. Performs various responsible office, clerical and typing (keyboarding) duties; maintain complete records and files requiring use of independent judgment and initiative and applying specialized procedures. Duties will vary depending on the assignment and will focus on providing technical and/or specialized clerical support to a high volume of transactions.

Distinguishing Career Features

The Office Assistant III is the senior level in a clerical and secretarial career series. Office Assistants I provide support in data gathering of routine information, assemble and maintain common files, and serve as receptionist for highly routine customer population. To qualify for Office Assistant II, incumbents will have two years of experience at level I or equivalent, provide support in a high volume customer service setting such as a school site, and offer general assistance to other administrative support and technician positions. Advancement to Office Assistant III requires two years of experience at level II or equivalent, the ability to perform technical and/or specialized clerical support, ability to complete customer service transactions when dealing with complex and sensitive topics and services, and perform data entry to information databases. Positions in this classification may also be regarded as a lead technical resource for a particular functional area and work with considerable freedom to act, or will provide customer service in settings where work and communications impact the District's credibility to the public.

Essential Duties and Responsibilities

Specific duties may vary among departments and jobs. Incumbents are capable of, and typically perform a substantial portion or all of the following kinds of duties:

- Initiates and receives telephone calls along with personal contacts from staff and the public relating to services offered by the District and/or functional area.
- Greets walk-in visitors, determines their needs, then either routes them to the appropriate person or service or personally completes the request or transaction.
- Receives applications for fee-based courses, examinations, and other academic services provided by the District. Verifies that applicants reside within district boundaries, assembles materials including proof of residency, student files, and other information, and accepts the application and/or forwards it to higher authority.
- Records and enters student and staff attendance to courses, exams, and conferences onto a data entry screen for a student database. Edits and revises data, generates information and reports as requested and according to established time lines.

- Collects, audits, assembles and forwards daily/weekly/monthly attendance data. Prepares and compiles attendance data for internal and external agency reports. Ensures that teacher folders contain up-to-date and correct attendance reports.
- Proctors, scores using standardized templates or computer-aided resources, and monitors tests. Maintains control of documents.
- Processes business and/or student transactions such as, but not limited to invoices, accounting documents, enrollment and registration forms. Serves customers in a “multitasking” setting, simultaneously serving more than one family, student, or district co-worker needing assistance, while attending to other clerical needs.
- May be responsible for live-scan fingerprinting duties.
- May receive and account for money paid by others for items such as, but not limited to, registration fees, instructional materials, and permits.
- Takes and delivers messages and routes calls to appropriate department or staff member. Responds to a variety of inquiries, offers directions and instructions, and interprets information, referring difficult requests to an administrator.
- Performs complex clerical work requiring familiarity with policies, procedures, terminology, applicable laws and explaining in detail as required.
- Maintains and compiles various records. Organizes and maintains a moderately complex filing system. Prepares, checks, and monitors information. Compile various student forms and records. Forwards information to appropriate individuals for processing.
- May receive, sort, organize and scan documents according to established guidelines and procedures.
- May initiate requests for transcript of grades from other schools for new students transferring into the school district.
- May order and verify receipt of materials, equipment and supplies as assigned; type purchase requisitions as required.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

Knowledge and Skills

- Working knowledge of clerical practices, specialized office procedures, filing, record keeping, receptionist and telephone techniques and etiquette.
- General knowledge of departmental/district policies, procedures, and established instructions.
- Working knowledge of personal computer-based software programs that support this level of work, including but not limited to word processing, spreadsheet, and database software used in education for data entry and retrieval.
- Sufficient mathematics skills to compute sums, differences, quotients, products, and percents and compile statistics.

- Basic knowledge of student information systems and the familiarity with Board policies and procedures.
- Sufficient English, grammar, spelling and punctuation skills to prepare general or standardized correspondence.
- Modern record keeping and record checking skills.
- Sufficient human relations skills to convey a positive and service oriented image of the department and district, and demonstrate sensitivity to customers with limited language or knowledge of the district, and cultural differences.

Abilities

- Perform all of the duties of the position in a high volume environment that may be dominated by distractions.
- Perform clerical and secretarial work with sufficient speed and accuracy.
- Interpret and apply District policies and procedures.
- Communicate clearly and accurately under conditions dominated by frequent interruption.
- Prepare correspondence on standard formats using personal computer-aided word processing, enter data to spreadsheets and databases.
- Read, understand, explain and apply technical school policies and materials with legal implications.
- Establish and maintain productive and cooperative working relationships with others.
- Post and maintain accurate records.
- Plan, organize and prioritize work in order to meet schedules and timelines.
- Maintain confidentiality of private and sensitive information.

Physical Abilities

- Function indoors in an office environment engaged in work of primarily a sedentary nature.
- Ambulatory ability to sit for extended periods of time, to utilize microcomputers and peripheral equipment, accomplish other desktop work, and to move to customer service counters and various campus/site locations.
- Near vision to read printed materials.
- Auditory ability to carry on conversations in person and over the phone.
- Retrieve work materials from overhead, waist, and ground level files.
- Manual and finger dexterity to write, use a pointing device and keyboard at 45 w.p.m., operate microcomputer, and to operate other standardized office equipment, almost constantly requiring repetitive motions.

Education and Experience

High School diploma or equivalent, supplemental coursework in general office practices, and four years of general office, clerical, data entry experience, and/or keyboarding experience.

Licenses and Certificates

May require a driver's license.

Working Conditions

Work is performed in an office environment. The office supports a high volume of activity and may be subject to constant interruptions.