

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: OFFICE SUPPORT III – RESOURCE CENTER ASSISTANT CENTRAL OFFICE

GENERAL STATEMENT OF JOB

Under general supervision performs a large variety of clerical, secretarial and administrative duties involving interaction with other departments. Generally, an employee in this class functions as the primary support to a high level administrator, or has considerable knowledge of a technical field. Work typically involves several steps and requires the selection of the most appropriate action within procedural and operational guidelines. Work is directed by precedents or broad policy. Work also involves receiving correspondence, screening and independently handling a variety of routine inquiries by telephone and in person, and maintaining a variety of records and files. Employee is also responsible for assimilating information from a variety of sources to compose letters, generate reports and provide informational data. The employee utilizes a large variety of guidelines, some of which may be technical and require interpretation, to analyze facts and determine the correct procedure to use. The employee may develop procedures for non-technical and non-complex problems, and is expected to resolve problems independently.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Reviews incoming mail to keep informed on status of matters being handled; routes other mail to appropriate departments or divisions; handles routine correspondence and independently prepares appropriate replies.

Receives telephone calls and visitors; gives out detailed information regarding department activities and programs; refers calls or visitors to appropriate officials.

Maintains departmental records; records transactions and data in journals, ledgers, logs and on special forms; acts as a point of contact for the area served and gives information or refers inquiries to proper personnel.

Files and retrieves information from an alphabetical, chronological, numerical, or by subject filing system.

Uses a variety of mathematical formulas; summarizes statistical information; prepares charts, graphs and tables.

Makes appointments; arranges travel schedules, makes reservations and prepares travel vouchers and expense reports for department heads and/or division personnel.

Processes information using a variety of computer driven word processing, spread sheet and file

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maintenance programs, which requires use of a variety of complicated formats for preparing correspondence, reports and manuscripts. Work includes responsibility for accuracy of spelling, punctuation, format and grammar.

Originates design and layout and types tabular material, charts and statistical materials. Summarizes statistics from various sources into comprehensive reports.

Attends meetings, composes forms, letters, memorandums, reports, and minutes; drafts information and materials for various purposes. Follows through on matters requiring correspondence.

Maintains contact with departmental personnel regarding office activities and deadlines.

ADDITIONAL JOB FUNCTIONS

Maintains data from various sources; performs research for completion of reports; organizes data for analysis; assists in the preparation of special projects and information reports.

Performs various department specific related work such as; administering and scoring exams, responding to crisis situations, assisting in the development of budgets, verifying employment etc.

May maintain office supply inventories.

Performs related work as required.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school supplemented by course work in secretarial science or business practices with additional course work in the operation of popular word processing, spreadsheet and file maintenance computer programs preferred and 3 - 5 years experience in secretarial or clerical work, and the operation of computers using popular word processing, spreadsheet and file maintenance programs; or an equivalent combination of experience and training. Experience in office management preferred.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be able to use a variety of automated office equipment such as computers, copiers, typewriters, calculators, etc. Must be able to exert a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Due to amount of time spent standing and/or walking, physical requirements are consistent with those for Light Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or

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exchange information. Includes receiving instructions, assignments and/or directions from superiors.

Language Ability: Requires the ability to read a variety of correspondence, reports, handbooks, forms, lists, etc. Requires the ability to prepare correspondence, simple reports, forms, etc., using prescribed format.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in standard English.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; and to utilize decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using office equipment.

Manual Dexterity: Requires the ability to handle a variety of office machines, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Does not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear). Must be able to communicate via telephone.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the operations and activities of the department.

Thorough knowledge of and ability to use correct grammar, vocabulary, spelling and punctuation.

Thorough knowledge of modern office practices and procedures.

General knowledge of bookkeeping.

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Considerable knowledge of common word processing, spreadsheet, electronic mail and file maintenance programs.

General knowledge of computers and peripheral equipment.

General knowledge of the principles of organization and administration.

Skill to operate a computer and typewriter.

Ability to generate correspondence and reports independently.

Ability to interact and deal with the public in a professional manner.

Ability to perform basic bookkeeping tasks.

Ability to sort and distribute documents.

Ability to maintain confidential information and use discretion and judgement.

Ability to maintain complete and accurate records and to develop standard reports from those records.

Ability to learn, interpret and explain policies, regulations and programs.

Ability to understand and follow oral and written instructions.

Ability to type accurately at a moderate rate of speed.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.