

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: OFFICE SUPPORT III - TRANSPORTATION VEHICLE MAINTENANCE

GENERAL STATEMENT OF JOB

Under general supervision performs a large variety of clerical, secretarial, and administrative duties that involve some scope or consequence in support of an office operation, program or work unit. Work involves typing and processing correspondence, reports, statements, manuscripts, forms and other materials into form from typed or handwritten copy. This requires the use of a personal computer, and other office machines, as well as the application of judgment based on general knowledge of the operations of the transportation department. Employee is responsible for screening and routing materials according to content of communications and resolving questions and problems using established procedures, referring unusual situations to others for guidance. Provides primary support to the Assistant Director, Transportation and Vehicle Maintenance Supervisor as well as other vehicle maintenance supervisors. Occasionally provides support to the Director, Transportation.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Establishes a written or electronic log for documents and information distributed/submitted by vehicle maintenance personnel to ensure information is received and/or distributed accordingly.

Receives records and processes all non-athletic (Form AS-28) and athletic (Form AS-77) trip requests submitted by schools and departments. Ensures information is submitted accurately and if necessary resolves problems associated with requested trips. Processes approximately 8,000 trips annually.

Receives records and processes all trip requests for the use of school buses (Form AS-29) submitted by schools and departments. Ensures information is submitted accurately and if necessary resolves problems associated with the trip request. Processes approximately 350 trips annually.

Assists with compiling information for transportation related charges pertaining to vehicle maintenance expenses (parts, labor, and repair costs) accrued by other departments for reimbursement to the North Carolina Department of Public Instruction. Responsible for distributing invoices and reports to the appropriate departments for reimbursements.

Responsible for creating and distributing invoices and reports, per NC Department of Transportation Instructions, to other counties for reimbursement.

OFFICE SUPPORT III – TRANSPORTATION VEHICLE MAINTENANCE

Processes information using a variety of computer driven word processing, spread sheet and file maintenance programs, which requires use of a variety of formats for preparing correspondence, reports and manuscripts. Work includes responsibility for accuracy of spelling, punctuation, format and grammar.

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

Receives, records receipt of, and sorts transportation request forms, then forwards the forms to the appropriate Transportation Zone for processing.

Maintains files of general records, data files, documents, correspondence, forms, index cards, reports, and other materials; posts information to departmental records according to standard procedures.

Answers incoming telephone calls and routes them to the proper person or department; answers questions regarding routine transportation and bus routing matters. Returns telephone calls to staff, schools, parents, and the general public in order to provide information based on the caller's inquiry.

Makes arithmetic calculations manually or by use of a calculator according to established methods.

Transcribes information onto forms, processes letters, memoranda, reports, tabulations, statements, various card records, and other materials from rough draft or detailed instructions.

Processes and sorts incoming and outgoing mail and other routine documents in accordance with established systems;

Operates copying machines, adding machines, personal computers, and other office equipment.

Receives standardized reports and compiles data into summary or consolidated form.

Performs a variety of administrative tasks in relieving a supervisor of office details.

ADDITIONAL JOB FUNCTIONS

Assists the public at a counter, providing information and answering questions regarding transportation related information.

Maintains contact with departmental personnel regarding office activities and deadlines.

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 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 of the department.

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

Thorough knowledge of modern office practices and procedures.

Considerable knowledge of bookkeeping.

Considerable knowledge of elementary arithmetic.

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

General knowledge of the principles of organization and administration.

Ability to transcribe information and to prepare standardized forms, letters and reports from that information.

Ability to operate common office machines.

Ability to process documents such as purchase orders, invoices, etc.

Ability to sort and distribute documents.

OFFICE SUPPORT III – TRANSPORTATION VEHICLE MAINTENANCE

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

Ability to respond to questions based on considerable knowledge of the department.

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

Ability to maintain confidential information and use discretion and judgement.

Ability to generate correspondence, reports, and records independently.

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.