

## **GUILFORD COUNTY SCHOOLS JOB DESCRIPTION**

### **JOB TITLE: OFFICE SUPPORT II - GUIDANCE SECRETARY SCHOOL-BASED POSITIONS**

#### **GENERAL STATEMENT OF JOB**

Under general supervision performs a variety of clerical, secretarial, and general office assistance duties involving student enrollment, immunization and scheduling. Work involves typing and processing enrollment data, correspondence, reports, statements, manuscripts, forms and other materials from typed, handwritten copy requiring the use of a typewriter, personal computer, and other office machines as well as the application of judgment based on a general knowledge of the operations of the office or organization to which assigned. Employee is responsible for screening and routing materials according to content of communications and resolving questions and problems using established procedures with unusual situations are referred to others for guidance. Reports to a Guidance Counselor or Principal.

#### **SPECIFIC DUTIES AND RESPONSIBILITIES**

##### **ESSENTIAL JOB FUNCTIONS**

Types and processes correspondence, reports, recommendation letters, statements, forms and other materials from typed, handwritten copy. Work requires responsibility for content, spelling, punctuation, grammar and format while maintaining confidentiality in working with counselors, principals, students, teachers and parents.

Responds in person or by telephone giving information regarding school operations and answering questions on programs, procedures, and regulations; handles telephone inquiries and correspondence of a non-technical nature; schedules conferences for parents, teachers and administrators either by telephone or written communication.

Requests records of students from other schools; completes the required paperwork to transfer student records to other schools; creates and maintains cumulative student files; prepares the paperwork required to withdraw or transfer students including attendance records, grades, etc.

Responds to requests for records, attendance, etc. received from schools, individuals, and community agencies, (i.e. police, social services, social security and various community agencies).

Requests assignments from teachers for students who have been or will be out due to illness or other reason; delivers assignments and completed work; collects assignments for homebound students from teachers and delivers completed work to teachers.

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Assists principals, teachers, school nurse, or parents in locating students; follows up with the guidance counselor's appointments to ensure that students are present; supervises students in the guidance office; completes the necessary documentation to re-admit students to class, conducts orientations for parents and students.

Maintains a file of forms used by the department; retrieves student schedules, report cards, and pertinent information for students, counselors, teachers, parents, speech therapists, psychologists, and school nurse.

Enrolls and withdraws students; reviews attendance zone; reviews enrollment forms; pre-registers students; updates immunization records and verifies minimum requirements are met; assists counselors with list of students to attend summer school.

Distributes test booklets and answer scan sheets; separates and distributes to teachers; proofreads scan sheets; files test score sheets in students' folders; updates test cards with pertinent information.

Maintains all student records.

May provide coverage for the front office, answering the telephone, checking students in and out; sorts and distributes mail; may assist with informational bulletin boards.

Processes, sorts, checks for accuracy, and files applications, pupil data sheets, and other routine documents in accordance with established systems; maintains routine office records relating to student records, immunizations, related to these records.

Files documents and correspondence alphabetically, numerically, or by other classification; gathers data from files and prepares reports of a routine nature; prepares form and routine letters relative to information contained in files and records.

Screens and routes materials according to content of communications.

Performs a variety of limited administrative tasks to relieve a superior of office details.

### **ADDITIONAL JOB FUNCTIONS**

Performs related work as required.

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### MINIMUM TRAINING AND EXPERIENCE

Vocational/technical degree in secretarial science or business practices with 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.

### 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

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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.

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

General knowledge of SIMS (school based).

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.

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 understand and follow oral and written instructions.

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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.