

## **GUILFORD COUNTY SCHOOLS JOB DESCRIPTION**

### **JOB TITLE: OFFICE SUPPORT II - TRANSPORTATION ZONE**

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

Under general supervision performs a variety of clerical, secretarial, and general office assistance 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 typewriter, personal computer, and other office machines, as well as the application of judgment based on general knowledge of the operations of the zone transportation office to which assigned. 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.

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

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

Receives, sorts and reviews personnel and payroll information from school bus drivers and safety assistants for submission to the Zone Transportation Supervisor.

Establishes a written or electronic log for documents and information distributed/submitted by bus drivers and safety assistants to ensure information is received and/or distributed by accordingly.

Receives copies of bus driver reports of student discipline problems, leave requests, time and attendance documents, and other pertinent paperwork from transportation employees assigned to the parking site to which assigned.

Assists the Zone Transportation Supervisor and Zone Routing Specialist with the coordination and assignment of activity buses within the assigned zone.

Distributes and collects necessary documents, keys, and trip notebooks to the designated bus drivers for activity bus trips.

Returns telephone calls to staff, schools, parents, and the general public in order to provide information based on the caller's inquiry.

Receives, records receipt of, and sorts transportation request forms. Forwards the forms to the Zone Routing Specialist 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.

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Answers incoming telephone calls and routes them to the proper person or department; answers questions regarding routine transportation and bus routing matters; performs routine clerical and typing duties.

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.

Completes forms, permits, notices, or form letters with designated or routine information.

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 minor administrative tasks in relieving a supervisor of office details.

### **ADDITIONAL JOB FUNCTIONS**

May assist the public at a counter, giving information and answering questions regarding transportation related information.

Performs related work as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Graduation from high school and 1 - 2 years of clerical or office support experience; 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.

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**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**

General knowledge of the operations of the department.

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

General knowledge of modern office practices.

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General knowledge of elementary arithmetic.

General 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.

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.

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.