

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: OFFICE SUPPORT IV CENTRAL OFFICE

GENERAL STATEMENT OF JOB

Under general supervision performs a large variety of complex clerical, secretarial and administrative duties reaching into most parts of the organization. Many actions taken by the employee are based on general methods, policies, and purposes. A large volume of guides are available for other actions. The employee is expected to devise methods to produce the anticipated results. Work involves receiving and transcribing confidential 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. Unusual situations arise with some frequency requiring discretionary judgment, analysis and independent action. Generally reports to an Executive Director.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Prepares agenda for administrative meetings; handles proceedings for planning major meetings; attends meetings, takes minutes or notes and follows through on matters requiring correspondence.

Summarizes statistics from various sources into comprehensive report from limited instructions.

Juggles appointments and manages the supervisor's calendar; arranges travel schedules, makes reservations and prepares travel vouchers and expense reports for supervisor and/or department personnel.

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; facilitates problem solving, 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.

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

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

Composes forms, letters, memorandums, reports, and minutes; drafts information and materials for various purposes.

Maintains contact with departmental personnel regarding office activities and deadlines.

ADDITIONAL JOB FUNCTIONS

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 6 - 9 years experience in secretarial or clerical work and some experience in office management 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.

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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.

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KNOWLEDGE, SKILLS AND ABILITIES

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

Thorough knowledge of modern office practices.

Considerable knowledge of the operations and activities of the department.

Considerable knowledge of information gathering and reporting techniques.

Considerable knowledge of common word processing, spreadsheet 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 interpret, analyze and report information.

Ability to generate correspondence and reports independently.

Ability to maintain confidential information.

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

Ability to plan meeting agendas.

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.

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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.