

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: OFFICE SUPPORT V CENTRAL OFFICE

GENERAL STATEMENT OF JOB

Under general supervision performs a wide variety of administrative and technical functions involving public contact and office management duties as an assistant to a top level administrator. Most actions are directed by the general policies and precedents of the system or by own judgment. Within the limits of the employee's assigned authority, the employee is expected to analyze and resolve problems independently. Work involves receiving and transcribing confidential correspondence, screening and independently handling a variety of inquiries by telephone and in person, and maintaining a variety of records and files. Employee is responsible for explaining program policies and procedures, and for disseminating information to the general public pertaining to the operation of the school system. Employee is also responsible for managing data and providing specialized information. Supervision or coordination of clerical employees may be required. Reports to a deputy superintendent or associate superintendent.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

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.

Writes, edits, prepares, or coordinates the preparation of correspondence, reports, charts, graphs, and other printed materials; researches content items for precedents, correctness of presentation and applicability.

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

Screens and routes materials according to content of communications; routing duties require detailed knowledge of organizational operations and individual staff member's assignments and status of work.

Composes responses to incoming correspondence and composes letters and memorandums for the supervisor's review.

Reviews and ensures accuracy of outgoing correspondence, records, and/or reports.

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Receives and responds to inquiries and/or directs inquiries to other departments.
Answers questions from employees concerning policies, procedures or deadlines; explains the use of records or information.

Attends meetings, hearings, or conferences as a participant or as staff.

Administers assigned special, recurring or regular projects; completes reports as needed.

Files and retrieves materials based on full knowledge of organization and activities.

Summarizes information for standard reports; selects data from varied sources.

Assists in monitoring departmental or program budgets, gathers pertinent data, analyzes requests, and processes technical information.

Maintains departmental personnel, financial, and/or activity records; acts as a point of contact for the department served and provides information or refers inquiries to proper personnel.

Prepares payroll turnaround document and related paperwork for department.

ADDITIONAL JOB FUNCTIONS

May supervise the work of other clerical employees; may coordinate the work of employees assigned to projects.

Performs related work as required.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school with at least 10 years of progressively responsible experience in secretarial and administrative work, including office management with experience in the operation of computer-driven word processing, spreadsheet and file maintenance programs preferred; or completion of an associate's degree program in secretarial science or business administration with at least 6 years of experience in secretarial and administrative work, including office management; or graduation from a four-year college or university, preferably with a major in business administration, public administration or a related field and 1 - 3 years of experience in a related field; or an equivalent combination of experience and training.

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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, reports, forms, charts, 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

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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

Thorough knowledge of the operations and activities of the department.

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

Thorough knowledge of office practices and procedures.

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

Considerable knowledge of the principles of organization and administration.

General knowledge of computers and peripheral equipment.

Skill to operate a computer.

Ability to work independently with little guidance.

Ability to maintain confidential information.

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

Ability to generate correspondence and reports independently.

Ability to operate common office machines.

Ability to plan and prepare 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.

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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.