

**MOUNT DIABLO USD**  
**SCHOOL OFFICE MANAGER, Elementary School**  
~~(Elementary School)¶~~

**DEFINITION**

Under general supervision, performs office and administrative support duties and functions for an assigned elementary school or learning center; provides secretarial services for the school administrative staff, principal and/or the program administrator; coordinates the daily operations and activities of the school office; prepares regular and specialized reports, records, and files; interacts with staff, teachers, students, and parents on a wide variety of issues; and performs related duties as assigned.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned Principal. Exercises no direct supervision over staff.

**CLASS CHARACTERISTICS**

This is a journey-level classification in the School Office Manager series. Incumbents at this level are capable of performing administrative and office coordination duties requiring knowledge of District and school rules, policies, and procedures and are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative.

This class is distinguished from the Senior Office Manager, Middle School in that the latter provides advanced-level technical and specialized administrative support at an assigned middle school requiring additional training and/or experience.

**EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

~~Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the typical functions of the job. Incumbents may perform any combination of the typical functions shown below. This position is not intended to be an exhaustive list of duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements. E: Essential Functions¶~~

Oversees the smooth operations of a school office at an assigned elementary school; continuously interacts with students, parents, teachers, and administrators to answer questions, resolve problems, and provide support on a wide variety of school policy and activity matters; develops and implements procedures and performance standards for all clerical work in the school to maintain efficient school office clerical operations in conformance with district procedures and standards; orients and instructs other school staff, volunteers and helpers in district and school office policy and procedures and in the use of office equipment and other related resources; exercises functional or technical direction to assigned office support staff and/or student helpers and campus volunteers as assigned; assists students who are ill or injured and notifies parents as appropriate; monitors students in the school office; escorts visitors and students as needed.

- Provides clerical and secretarial support to a school principal; represents the principal in providing information on District and school rules, policies, and procedures; serves as a liaison between the principal and District administrators, other principals, staff, parents, students, outside agencies, and the community on a wide variety of issues; maintains principal's calendar and the master calendar of

the school; schedules and coordinates meetings, conferences, and appointments for the principal; assists in organizing, preparing and distributing materials. **E**

- Maintains central records, including attendance, enrollment, cumulative records, school bookkeeping, student body accounts, purchase orders, work orders and makes routine reports related to school programs, operations and activities, the status of students and school staff, and the acquisition, use and disposition of all school resources. **E**
- Reviews and prepares for daily teacher attendance; attempts to locate substitute teachers to fill in for absences; prepares information for incoming substitutes; if substitutes are unavailable, assists the principal and staff members to split classrooms for the day; may review student absences; enters in database; if required, contacts the parent, reviews District procedure, and may complete reporting as applicable. **E (work of Elementary Secretary)**
- Schedules and coordinates facility management needs including work order submission, follows up and ensures completion; schedules field trips and submits bus requirements; collects required forms and insurance documents from teachers/parents; coordinates and schedules families for special education or other conferences, school events and activities. **E**
- Assists with distribution and tracking of District iPads, Chromebooks, computers and/or other technology assigned to students and teachers participating in distance learning; provides login information, Zoom ID's, and passwords; assists with technical issues; dispenses keys, plans, and provides information to substitute teachers and other personnel.
- Distributes enrollment packets to parents; ~~enrolls and registers new students;~~ inputs and activates student data in school system as needed; inactivates student system records and processes paperwork for students leaving the school; sends or requests student records and transcripts from other districts; processes transcript requests for current and former students; creates and manages Independent Study Contracts. **E (struck language work of Elementary Secretary)**
- ~~As needed, maintains student attendance records; prepares and distributes student attendance reports and absence lists; calls parents/guardians to verify student absences; inputs student attendance data; answers parent questions regarding student attendance; prepares and processes student and employee accident reports. (struck language work of Elementary Secretary)~~
- Prepares, updates, and maintains a variety of school, staff, and student files and records; creates, updates, and maintains student cumulative records and emergency cards; testing, academic performance, disciplinary, and other records in student files; prepares manual and computer logs of various documents and requests; retrieves, duplicates, and distributes copies of reports, forms, records, and documents as requested; sends out communications to families and staff; updates school website to reflect current happenings and information. **E**
- Assists with school and program budget planning processes; tracks and maintains school and program budgets; maintains student body account, a clearing account, and a revolving account; reconciles bank statements and issues checks; collects monies from teachers, parents, and donors; makes in-person bank deposits; performs purchasing duties for the campus; communicates with vendors; acquires quotes/invoices; coordinates with the purchasing department following approved purchasing processes; follows up with vendors; receives and distributes items; places warehouse orders; ~~assists with distribution and tracking of District iPads, Chromebooks, computers, and other technology assigned to students and teachers participating in distance learning; provides login information, Zoom ID's, and passwords; assists with technical issues. (Redundant)~~
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies District, departmental, school, and/or program policies and procedures in determining completeness of applications, records, and files; composes, copies,

collates, and distributes a variety of reports, letters, documents, and memoranda; checks drafts for punctuation, spelling, and grammar; suggests corrections; gathers, assembles, updates, and distributes a variety of department or school specific information and forms as requested; ensures proper filing of copies in departmental or central files; monitors timesheets for substitutes and staff; maintains records of employee time-off; assists in entering data when deadlines are missed.

- Answers and screens telephone calls; greets and assists students, parents, and other visitors at front counter and directs to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints; directs callers to appropriate District staff, as necessary.
- Compiles information and data for administrative and statistical reports; checks data; prepares and assembles reports, manuals, articles, announcements, and other informational materials including updating family and staff handbooks; correspondence, minutes, handouts, and other documents; attends meetings. ~~and may provide translation services for parents and staff as needed.~~
- Performs basic first aid
- ~~➤ Assists in specific school projects, such as student behavior modification; participates as a member of the School Site Council as assigned.~~
- ~~➤ Supervises students in the school office which may include student helpers, students to be disciplined and students with severe behavioral problems.~~
- Performs related duties as assigned.

## QUALIFICATIONS

### **Knowledge of:**

- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- State and district administrative programs, policies and procedures related to elementary school office functions.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Principles of record keeping and file maintenance.
- Safety principles and practices.
- Basic first aid, ~~CPR, and utilization of an EpiPen Auto-Injector.~~
- Basic mathematics.
- Techniques for providing a high level of customer service by effectively dealing with the parents, students, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Provide varied and responsible secretarial and office administrative work requiring the use of confidentiality, tact, and discretion.
- Perform a variety of school office procedures such as obtaining, recording, organizing, and reporting data and information about school programs and activities, the status of students and teachers and the status of material and fiscal resources.
- Understand the organization and operation of the District as necessary to assume assigned responsibilities.
- Interpret, apply, and explain administrative, program, school, and District policies and procedures to students, parents, and school staff.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Handle medical emergencies and injuries in a calm and effective manner, including providing basic first aid and authorized medical dispensation. ¶
- ~~➤ As needed, observe and control student behavior according to approved policies and procedures; supervise students with severe behavioral problems. ¶~~
- Compose correspondence and reports independently or from brief instructions.
- Perform accurate mathematical and financial computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Organize and maintain highly detailed, confidential student records, files, and databases.
- File materials alphabetically, chronologically, and numerically.
- ~~➤ Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed. ¶~~
- ~~➤ Effectively represent the department and the District in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.~~
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Education:

- Equivalent to the completion of twelfth (12<sup>th</sup>) grade.

Experience:

- One (1) year of responsible office administrative or secretarial experience.

**Licenses and Certifications:**



- Valid California Driver's License preferred.
- ~~American Red Cross First Aid and CPR Certifications; must maintain and renew certification per the American Red Cross guidelines.~~
- CPR Certification preferred

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. **Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds;** with appropriate accommodations if needed per ADA.

**ENVIRONMENTAL ELEMENTS**

Employees primarily work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures ~~(City of Concord Employee Harassment Policy).~~

CST Range: 477

Anticipated Board Approval: June 14, 2023

**MOUNT DIABLO USD**  
~~SENIOR SCHOOL OFFICE MANAGER, Middle School~~  
~~(Middle School)~~

**DEFINITION**

Under direction, performs office and administrative support duties and functions for an assigned middle school or small high school; serves as secretary for a school principal and coordinates the daily operations and activities of the school office; prepares regular and specialized reports, records, and files; interacts with staff, teachers, students, and parents on a wide variety of issues; and performs related duties as assigned.

**SUPERVISION RECEIVED AND EXERCISED**

Receives direction from assigned Principal. Exercises no direct supervision over staff.

**CLASS CHARACTERISTICS**

This is the advanced-level class in the School Office Manager series responsible for performing the most complex administrative and office coordination duties requiring thorough knowledge of District and school rules, policies, and procedures and are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness and conformity to policy and requirements.

This class is distinguished from the ~~Principal School Office Manager, High School~~ classification in that the ~~latter Principal School Office Manager, High School~~ provides the most complex technical and specialized administrative support, as well as staff supervision, at an assigned high school requiring additional training and/or experience.

**EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

~~Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the typical functions of the job.~~ Incumbents may perform any combination of the typical functions shown below. ~~This position is not intended to be an exhaustive list of duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.~~ **E: Essential Functions**

Oversees the smooth operations of a school office at an assigned middle school or small high school; continuously interacts with students, parents, teachers, and administrators to answer questions, resolve problems, and provide support on a wide variety of school policy and activity matters; assists students who are ill or injured and notifies parents as appropriate.

- Serves as secretary to a school principal; represents the principal in providing information on District and school rules, policies, and procedures; serves as a liaison ~~to between the principal and District administrators,~~ other principals, staff, parents, students, outside agencies, and the community on a wide variety of issues; maintains principal's calendar and the master calendar of the school; schedules and coordinates meetings, conferences, and appointments for the principal; assists in organizing, preparing and distributing materials. **E**

- Analyzes office services requirements of the school; identifies and reports to the principal the personnel, fiscal material and systems resource requirements of the school office; organizes available office services resources; develops and implements procedures and performance standards for all clerical work in the school to maintain efficient school office clerical operations in conformance with district procedures and standards; plans, assigns or coordinates, and participates in the work of the school office; orients and instructs other school staff in district and school office policy and procedures and in the use of office equipment and other related resources; exercises functional or technical direction to office support staff, student helpers/assistants and/or volunteers as assigned.
- ~~As needed, m~~Maintains central records, including attendance, enrollment, cumulative records, school bookkeeping, student body accounts, purchase orders, work orders and makes routine reports related to school programs, operations and activities, the status of students and school staff, and the acquisition, use and disposition of all school resources. **E**
- ~~As needed, r~~Reviews and prepares for daily teacher attendance; arranges temporary coverage for specific classes when there are not enough substitutes for the day; may review student absences; enters in database; if required, contacts the parent, reviews District procedure, and may complete reporting as applicable. **E**
- Approves and updates facilities use permits for outside users; coordinates with facility manager on damage, unauthorized visitors, vandalism, grounds, landscaping, site improvements, capital outlays; assists with classroom reporting needs including safety, technology, custodial, moves, repairs and supplies; maintains inventory of school equipment and furniture. **E**
- Coordinates and schedules families for special education or other conferences, school events and activities; participates as a member of the School Site Council as assigned.
- Keeps records of work time for staff; monitors timesheets for substitutes ~~and~~ ~~and~~ staff; maintains records of employee time-off; codes and copies timesheets; processes additional pay time sheets for staff; prepares, updates, and maintains a variety of school, staff, ~~and student files and~~ records. **E**
- Assists with school and program budget planning processes; tracks and maintains school and program budgets; maintains student body account, a clearing account, and a revolving account; reconciles bank statements and issues checks; collects monies from teachers, parents, and donors; makes in-person bank deposits; keeps accurate records of all fund transactions. **E**
- Performs purchasing duties for the campus; communicates with vendors; acquires quotes/invoices; coordinates with the purchasing department following approved purchasing processes; follows up with vendors; receives and distributes items; places warehouse orders.
- ~~Assists with distribution and tracking of District iPads, Chromebooks, computers and/or other technology assigned to students and teachers participating in distance learning; provides login information, Zoom ID's, and passwords; assists with technical issues; dispenses keys, plans, and provides information to substitute teachers and other personnel.~~
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies District, departmental, school, and/or program policies and procedures in determining completeness of applications, records, and files; gathers, assembles, updates, and distributes a variety of department or school specific information and forms as requested; ensures proper filing of copies in departmental or central files.

- Composes, copies, collates, and distributes a variety of reports, letters, documents, and memoranda; checks drafts for punctuation, spelling, and grammar; suggests corrections; translates reports, correspondence, ~~minutes~~, handouts, and other documents; compiles information and data for administrative and statistical reports; checks data; prepares and assembles reports, manuals, articles, announcements, and other informational materials including updating family and staff handbooks; attends meetings and may provide, ~~if qualified, upon request~~, translation services for parents and staff as assigned.
- ~~May Sserve~~s as school receptionist; answers and screens telephone calls; greets and assists students, parents, and other visitors at front counter and directs to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints; directs callers to appropriate District staff, as necessary.
- ~~Performs basic first aid and dispenses physician prescribed medication (including EpiPen Auto Injectors) as required, maintaining stringent records regarding dosage, time, and date.~~
- ~~Performs related duties as assigned.~~

## QUALIFICATIONS

### **Knowledge of:**

- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- State and district administrative programs, policies and procedures related to ~~elementary~~ middle school office functions.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Principles of record keeping and file maintenance.
- Safety principles and practices.
- ~~Basic first aid, CPR, and utilization of an EpiPen Auto Injector.~~
- Basic mathematics.
- Techniques for providing a high level of customer service by effectively dealing with the parents, students, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

### **Ability to:**



- Provide varied and responsible secretarial and office administrative work requiring the use of confidentiality, tact, and discretion.
- Perform a variety of school office procedures such as obtaining, recording, organizing, and reporting data and information about school programs and activities, the status of students and teachers and the status of material and fiscal resources.
- Understand the organization and operation of the District as necessary to assume assigned responsibilities.
- Interpret, apply, and explain administrative, program, school, and District policies and procedures to students, parents, and school staff.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Handle medical emergencies and injuries in a calm and effective manner, including providing basic first aid and authorized medication dispensation.
- ~~➤ As needed, observe and control student behavior according to approved policies and procedures; supervise students with severe behavioral problems.~~
- ~~➤ Compose correspondence and reports independently or from brief instructions.~~
- Perform accurate mathematical and financial computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Organize and maintain highly detailed, confidential student records, files, and databases.
- File materials alphabetically, chronologically, and numerically.
- ~~➤ Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.~~
- Effectively represent the department and the District in meetings, as needed, with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural, guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Education:

- Equivalent to the completion of twelfth (12<sup>th</sup>) grade.

Experience:

- Two (2) years of increasingly responsible office administrative, clerical, or secretarial experience in a public-school office with experience in the aspects of school office operation, one year of which was secretarial experience.

**Licenses and Certifications:**

- Valid CA Drivers License preferred.
- ~~American Red Cross First Aid and CPR Certifications; must maintain and renew certification per the American Red Cross guidelines.¶¶~~
- ~~CPR Certification preferred.¶¶~~

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. **Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.** With appropriate accommodations if needed per ADA.

**ENVIRONMENTAL ELEMENTS**

Employees primarily work in an ~~classroom and/or~~ office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. ~~(City of Concord Employee Anti-Harrassment Policy).~~

CST Range: 477

Anticipated Board Approval: June 14, 2023

MOUNT DIABLO USD  
~~PRINCIPAL SCHOOL OFFICE MANAGER, High School~~  
~~(High School)~~

**DEFINITION**

Under general direction, participates in, plans, schedules, assigns, and provides oversight for the work of staff performing administrative, clerical and secretarial duties within the school office of an assigned high school; provides administrative and secretarial services for the school principal; coordinates the daily operations and activities of the school office; prepares regular and specialized reports, records, and files; interacts with staff, teachers, students, and parents on a wide variety of issues; and performs related work as required.

**SUPERVISION RECEIVED AND EXERCISED**

Receives direction from assigned Principal. ~~Exercises~~ Oversees day-to-day function of the office ~~direction over clerical, secretarial and/or administrative support staff.~~

**CLASS CHARACTERISTICS**

This is the highest-level classification in the School Office Manager series that exercises independent judgement on diverse and specialized school office operations with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for ~~planning, organizing, and reviewing the work of assigned staff~~ and for the oversight of the day-to-day school office activities, reporting and recordkeeping. Incumbents are responsible for providing professional level support to the school Principal in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

**EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

~~Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the typical functions of the job. Incumbents may perform any combination of the typical functions shown below. This position is not intended to be an exhaustive list of duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.~~ **E: Essential Functions**

- ~~Plans, organizes, assigns, and provides oversight for the work of clerical, secretarial and/or administrative school office staff at the high school; participates in training staff in work procedures; counsel's employees; and assists in selection and promotion.~~ **E**
- Monitors activities of the school office work unit; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements; assists in specific school projects, ~~such as student behavior modification as assigned.~~
- Provides oversight for the smooth operations of a school office at an assigned high school; continuously interacts with students, parents, teachers, and administrators to answer questions, resolve problems, and provide support on a wide variety of school policy and activity matters; supervises students in the school office which may include student helpers, ~~students to be disciplined and/or students with severe behavioral problems;~~ **observes students with behavioral problems while waiting to be seen by appropriate administration staff or counselor;** schedules and coordinates facility

management needs including work order submissions, follow up and completion; assists in the coordination and scheduling of school events and activities. **E**

- Provides clerical and secretarial support to a school principal; represents the principal in providing information on District and school rules, policies, and procedures; serves as a liaison between the principal and District administrators, other principals, staff, parents, students, outside agencies, and the community on a wide variety of issues; maintains principal's calendar and the master calendar of the school; schedules and coordinates meetings, conferences, and appointments for the principal; assists in organizing, preparing and distributing materials. **E**
- Participates in annual budget preparation; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures; assists with school and program budget planning processes, tracks school and program budgets; assists with purchasing duties for campus; communicates with vendors; acquires quotes/invoices; coordinates with the purchasing department to follow the approved purchasing processes; follows up with vendors; receives items; places warehouse orders. **E**
- Provides staff assistance to management; prepares and presents staff reports and other written materials; ensures the proper establishment and maintenance of reports, records, and files and the proper documentation of operations and activities.
- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and outside agencies; ~~recommends corrective actions to resolve issues.~~
- If needed ~~r~~Reviews and prepares for daily teacher attendance; arranges temporary coverage for specific classes when there are not enough substitutes for the day; may review student absences; enters in database; if required, contacts the parent, reviews District procedure, and may complete reporting as applicable. **E**
- Ensures the proper maintenance of central records and routine reports related to school programs, operations and activities, ~~the status of students and school staff and the equipment~~, use and disposition of all school resources. **E**
- As needed, may assist with distribution and tracking of District iPads, Chromebooks, computers and/or other technology assigned to students and teachers participating in distance learning; provides login information, Zoom ID's, and passwords; assists with technical issues; dispenses keys, plans, and provides information to substitute teachers and other personnel.
- Maintains accurate and detailed records, verifies accuracy of information, research discrepancies, and records information; verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies District, departmental, school, and/or program policies and procedures in determining completeness of applications, records, and files.
- Compiles information and data for administrative and statistical reports; checks data; prepares and assembles reports, manuals, articles, announcements, and other informational materials; composes, copies, collates, and distributes a variety of reports, letters, documents, and memoranda; checks drafts for punctuation, spelling, and grammar; suggests corrections; gathers, assembles, updates, and distributes a variety of department or school specific information and forms as requested; ensures proper filing of copies in departmental or central files; provides oversight for web-site information updates.
- Responds to complaints and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints; directs callers to appropriate District staff, as necessary. **¶**

- ~~Performs basic first aid and dispenses physician prescribed medication (including EpiPen Auto Injectors) as required, maintaining stringent records regarding dosage, time, and date.~~
- ~~Ensures~~ Informs staff to observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of employee work planning, and the training of staff in work procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- State and District administrative programs, policies and procedures related to high school office functions.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Principles of record keeping and file maintenance.
- Safety principles and practices.
- ~~Basic first aid, CPR, and utilization of an EpiPen Auto Injector.~~
- Basic mathematics.
- Techniques for providing a high level of customer service by effectively dealing with the parents, students, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

### **Ability to:**

- Provide training and development opportunities to staff and ensure work is performed effectively.
- Independently perform responsible administrative and secretarial support work with accuracy and speed.
- Provide varied and responsible secretarial and office administrative work requiring the use of tact and discretion.

- Perform a variety of school office procedures such as obtaining, recording, organizing, and reporting data and information about school programs and activities, the status of students and teachers and the status of material and fiscal resources.
- Understand the organization and operation of the District as necessary to assume assigned responsibilities.
- Interpret, apply, and explain administrative, program, school, and District policies and procedures to students, parents, and school staff.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- ~~Handle medical emergencies and injuries in a calm and effective manner, including providing basic first aid and authorized medication dispensation.~~
- ~~If needed, observe and control student behavior according to approved policies and procedures; supervise students with severe behavioral problems.~~
- ~~Compose correspondence and reports independently or from brief instructions.~~
- Perform accurate mathematical and financial computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Organize and maintain highly detailed, confidential student records, files, and databases.
- File materials alphabetically, chronologically, and numerically.
- ~~Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.~~
- ~~Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.~~
- Use tact, initiative, prudence, and independent judgment within general policy, procedural and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Education:

- Equivalent to the completion of twelfth (12<sup>th</sup>) grade.

Experience:

- Four (4) years of progressively responsible office administrative or secretarial experience in a public-school office including significant experience in most aspects of school office operations, one year of which must have been in a high school and two years of which must have been secretarial.

**Licenses and Certifications:**

- Valid California Drivers License preferred.
- ~~American Red Cross First Aid and CPR Certifications; must maintain and renew certification per the American Red Cross guidelines.~~
- CPR Certification preferred.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. **Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds** with appropriate ADA Accommodation if needed.

**ENVIRONMENTAL ELEMENTS**

Employees primarily work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

CST Range: 477

Anticipated Board Approval: June 14, 2023