



## Fremont Union High School District

### Position: Senior Clerical Assistant – District Office

<b>Department/Site:</b>	District Office	<b>Range:</b>	107
<b>Reports to/ Evaluated by:</b>	Coordinator of Student Support	<b>Work Year:</b>	245
	Services	<b>Months:</b>	12

#### Summary of Basic Functions & Responsibilities

Under the supervision of the Coordinator of Student Support Services, serves as receptionist, answers and directs all incoming calls on multi-line phone system. Receives callers and walk-ins, determines nature of business and directs callers or walk-ins to appropriate individual or department. Coordinates work flow and activities that support preparation for new students and boundary proofs. Performs various responsible office, clerical and typing duties; maintain complete records and files requiring use of independent judgment and initiative and applying specialized procedures. Understands and works effectively with people of differing cultures.

#### Essential Duties & Responsibilities

Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.

- May serve as District Office receptionist, initiating and receiving telephone calls with a complex multi-line telephone system.
- Provides customer service to walk-in visitors, determines their needs, assists them personally or directs them to the appropriate person or service.
- Receives applications for enrollment in the school district. Verifies that applicants reside within district boundaries, assembles materials including proof of residency, student files, and other information, and accepts the application and/or forwards it to appropriate individual.
- Provides parents and registrars of school assignments for new students. Notifies Student Support Services of students coming out of Juvenal Hall, Ranch and Osborne Schools.
- Assist in compiling information for residential verification district wide. This includes letters, registration application form, and the address database.
- Process all inter-districts, by sending out letters of approval and/or denial, proof read all letters, keep a database on all students coming in or going out on an interdistrict move.
- Processes business transactions and/or student requests, such as, but not limited to invoices, accounting documents, enrollment and registration forms.
- Processes work permits. Verifies attendance, maintains a database, collaborates with site administrator and Coordinator of Student Services to track truancy issues.
- Works in a “multitasking” setting, simultaneously serving more than one family, student, staff or community member needing assistance, while attending to other clerical needs.
- May receive and account for money paid by others for items such as, but not limited to, registration fees, instructional materials, and permits.
- Takes and delivers messages and routes calls to appropriate department or staff member. Responds to a variety of inquiries, offers directions and instructions, and interprets information, referring difficult requests to an administrator. Sends out daily meeting room schedule.
- Manages and compiles information for PAC meetings including the agenda, contacting the families for the appointment, prepares student records and generates results and distributes the information to the coordinator.

- Performs complex clerical work requiring familiarity with policies, procedures, terminology, applicable laws and explaining in detail as required.
- Maintains and compiles various records. Organizes and maintains a moderately complex filing system. Prepares, checks, and monitors information. Compile various student forms and records. Forwards information to appropriate individuals for processing.
- Operates a variety of office equipment, such as computers, printers, copiers, document folders, shredders, and calculators.
- May initiate requests for transcript of grades from other schools for new students transferring into the school district.
- Opens and/or distributes incoming mail. Manages postage for outgoing district mail and reports the information to the business office monthly.
- May order and verify receipt of materials, equipment and supplies as assigned; type purchase requisitions as required.
- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

### Knowledge and Skills:

- Requires knowledge of clerical practices, specialized office procedures, filing, record keeping, receptionist and telephone techniques and etiquette.
- Requires knowledge of departmental policies, procedures, and standing instructions.
- Requires knowledge of personal computer-based software programs.
- Must be able to operate a variety of office equipment, such as computers, printers, copiers, document folders, shredders, and calculators.
- Requires business mathematics skills to compute sums and compile statistics.
- Requires basic knowledge of student information systems and the familiarity with Board policies and procedures.
- Requires written communication, modern record keeping, and record keeping skills.
- Requires sufficient human relations skill to convey a positive and service oriented image of the District and District Office, and demonstrate sensitivity to customers with limited language, knowledge of the District, or cultural differences.
- Requires the ability to successfully receive and route a high volume of calls using a multi-line telephone system while assisting parents with applications and other transactions.
- Requires the ability to interpret and apply District policies and procedures and State Education Codes governing enrollment.
- Must have the ability to communicate clearly and accurately under conditions dominated by frequent interruption.
- Requires the ability to prepare correspondence on standard formats using personal computer-aided word processing, enter data to spreadsheets and databases.
- Requires the ability to read, understand, explain and apply technical school policies and materials with legal implications.
- Requires the ability to establish and maintain productive and cooperative working relationships with others.
- Requires the ability to post and maintain accurate records.
- Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines.

Physical Abilities:

- Must be able to function indoors in an office environment engaged in work of primarily a sedentary nature.
- Requires ambulatory ability to sit for extended periods of time, to utilize computers and peripheral equipment, accomplish other desktop work, and to move to various campus locations.
- Requires the ability to use near vision to read printed materials.
- Requires auditory ability to carry on conversations in person and over the phone.
- Requires the ability to retrieve work materials from overhead, waist, and ground level files.
- Requires manual and finger dexterity to write, use a keyboard to operate a computer and other standardized office equipment requiring some repetitive motions.
- Under some circumstances, further testing may be required to determine if an applicant is able to perform the essential duties with or without reasonable accommodation.

Education:

- The position requires a High School diploma or equivalent supplemented by training in typing and office procedures, and three years of clerical experience including responsibilities for accurate record keeping.

Licenses & Certificates:

- Requires a valid driver's license.
- Requires fingerprint clearance from the Department of Justice and Federal Bureau of Investigation.

Working Conditions:

- Work is performed in a District Office environment subject to constant interruptions.