

**Support Associate V – Free & Reduced Lunch  
New Hanover County Schools**

**Job Description**

**Class: Classified**  
**Dept: Child Nutrition**

**TITLE:** Support Associate V

**QUALIFICATIONS:**

1. High School degree or equivalent.
2. Extensive, broad experiences in an office environment with responsibility for a large variety of complex duties.

**REPORTS TO:** Director of Child Nutrition

**JOB GOAL:** To assist the Director with the administration of the food service program for all New Hanover County Schools' students.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:**

1. Follows all rules, policies and procedures of New Hanover County Schools, along with state and federal regulations relevant to the child nutrition department.
2. Processes all Free and Reduced Lunch applications, verification materials and related correspondence.
3. Reviews incoming correspondence to be informed of the supervisor's needs and activities, to delegate or bring to supervisor's attention.
4. Inputs data, monitors and maintains multiple databases, and prepares reports containing program data for a variety of audiences.
5. Communicates complex information accurately via telephone or written documentation to parents, school departments, and outside agencies.
6. Monitors student charges, disseminates returned checks, and maintains accurate returned check data with the assistance of Finance.
7. Represents the supervisor and the board of education through release and explanation of public and non-controversial information to the school staff, media, and general public.

8. Devises and installs work methods to implement rules, regulations and guidelines.
9. Reviews and ensures the accuracy of outgoing correspondence, records, and/or reports of complex, procedural, or program activities.
10. Recommends policies and/or procedures for intra-departmental activities.
11. Performs related duties and responsibilities as requested by the Director.

*The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.*

**Terms of Employment:** Eleven month work year/At Will/FLSA Non-Exempt

**Starting Salary and/or Grade:** Grade 64

**Evaluation:** Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

**Knowledge, Skills and Abilities:**

- Demonstrates functional knowledge of computer programs to include Microsoft Office.
- Ability to accurately enter data rapidly.
- Demonstrates considerable knowledge of accounting practices and procedures.
- Possesses the knowledge and ability to interpret and analyze data.
- Ability to communicate effectively both orally and in writing.
- Physical ability (able to exert up to 20 pounds of force occasionally) and dexterity to perform the duties and responsibilities of the job.