

**Administrative Assistant  
New Hanover County Schools**

**Job Description**

**Class: Classified**

**Dept: Special Education**

**TITLE: Administrative Assistant VI**

- QUALIFICATIONS:**
1. High school degree.
  2. Five years of experience in an office environment with responsibility for complex duties including database and query reports.
  3. Effective communication and computer skills.

**REPORTS TO:** Director of Special Education and Related Services

**JOB GOAL:** To act as the administrative assistant to the Director of Special Education and Related Services and assist with all aspects of Special Education operations for New Hanover County Schools.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:**

1. Follow all rules, policies and procedures of New Hanover County Schools, along with state and federal regulations pertaining to Special Education student and personnel issues.
2. Ensure exceptional departmental customer service to internal and external customers by receiving and responding to written and phone inquiries in a timely and professional manner.
3. Maintain strict confidentiality for all student, parent and personnel matters.
4. Assist with research, compilation of materials, and filing for parent, staff and OCR complaints, mediations, and lawsuits.
5. Develop and generate spreadsheets/databases to track implementation of various processes that includes personnel reporting, requests for additional personnel, allocation and budget planning.
6. Maintain and manage networked department staff information database to track staff contact and assignment information, position reconciliation and allocation, and FTE reconciliation for budget implications.
7. Maintain department personnel and payroll activity records; act as point of contact for department and personnel information.
8. Assist director in federal grant submission and additional funding requests.
9. Assist in the coordination of the Medicaid Outreach Claiming Process.

10. Manage Special Education portion of the Human Resources educational placement requests.
11. Provide direct administrative support to the Advisory Council on Education of Children with Special Needs including maintenance of a database of Council contact information, correspondence, and dissemination and archival of material.
12. Represent the Director and the Board of Education through release and explanation of public and non-controversial information to school employees, media and general public.
13. Work with the Director to coordinate team of support staff by schedule monitoring and analysis of activities and processes.
14. Manage office workplace supplies and inventory, report and schedule maintenance and repair, and annually report fixed assets and technology.
15. Write, edit, prepare and coordinate preparation of correspondence, reports, charts, graphs and other printed materials.
16. Maintain, update and ensure accuracy of Special Education and Related Services Website.
17. Perform other 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:** Twelve month work year/At Will/FLSA Non-Exempt

**Starting Salary and/or Grade:** Grade 67

**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:**

- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to interact and deal with the public, school personnel, parents, and central office staff in a professional and customer-focused manner while complying with the confidentiality requirements in local, state and federal policies and statutes.
- Basic knowledge of governmental budgeting.
- Functional knowledge of computers and all aspects of the Microsoft Office Professional software programs and Google applications.
- Ability to work independently, meet deadlines and accomplish specific tasks as requested.
- Ability to learn, interpret, and explain policies, regulations and procedures.
- Strong organizational skills.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.
- Physical ability (able to exert up to 20 pounds of force occasionally) and dexterity to perform the duties and responsibilities of the job.