

**Support Associate IV
New Hanover County Schools**

Job Description

Class: Classified

Dept: Instructional Services

TITLE: Support Associate IV (Part Time)]

- QUALIFICATIONS:**
1. High school degree or equivalent.
 2. Experience in an office environment with responsibility for a variety of clerical duties.
 3. Strong communication and organizational skills.

REPORTS TO: Director of Secondary Education

JOB GOAL: Office support to the Instructional Services Department.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

1. Follow all rules, policies and procedures of New Hanover County Schools, along with state and federal regulations pertaining to school issues.
2. Maintain strict confidentiality for all personnel matters.
3. Review, support and process budget transactions while following district, state and federal guidelines.
4. Review incoming correspondence to be informed of the supervisor's needs and activities, to delegate or bring to supervisor's attention.
5. Answer incoming calls and route them to the proper person or department; answer questions regarding routine matters.
6. Maintain log of all visitors for security purposes.
7. Provide support for accurate system wide record maintenance.
8. Provide assistance and act as a backup for office operations.
9. Compose a narrative using basic knowledge of word processing.
10. Strive to maintain and improve professional competence. Participate in development and support of the broad school vision.
11. Perform other duties and responsibilities as requested by the Director of Secondary Education.

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 Part Time (29 hours a week)

Starting Salary and/or Grade: Grade 61

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 communicate with school personnel, employees, and central office staff while complying with the confidentiality requirements in local, state, and federal policies and statutes.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.
- Demonstrate functional knowledge of computers and all aspects of the Microsoft Office Professional software programs.
- Ability to follow oral and written instructions.
- Ability to operate multi-line phone system.
- Ability to interact and deal with the public in a professional manner.
- Physical ability (able to exert up to 20 pounds of force occasionally) and dexterity to perform the duties and responsibilities of the job.