

**Support Associate II**  
**New Hanover County Schools**

**Job Description**

**Class: Classified**  
**Dept: School**

**TITLE:** Support Associate II

**QUALIFICATIONS:**

1. High School degree or equivalent.
2. Experience in an office environment with responsibility for a variety of clerical duties.

**REPORTS TO:** Principal

**JOB GOAL:** Assist with record keeping, data entry, clerical/secretarial support along with operating standard office/media equipment.

**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. Compile data from a large variety of established sources.
3. Review incoming correspondence to be informed of the supervisor's needs and activities, to delegate or bring to supervisor's attention.
4. Set and maintain files/records for a moderate number of subjects.
5. Record a wide range of information requiring some computation.
6. Operate a computer, selecting procedure and items to code and record.
7. Compose a narrative using basic knowledge of word processing.
8. Follow prescribed procedures for material orders and supplies.
9. File and retrieve information/materials from an alphabetical, chronological or numerical filing system.

10. Answer incoming phone lines and establishes needs of callers in order to refer them to the appropriate staff person for service.
11. Operate a variety of office/school equipment.
12. Strive to maintain and improve professional competence. Participate in development and support of the broad school vision.
13. Perform other duties and responsibilities as requested by the Principal.

*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:** Ten month work year/At Will/FLSA Non-Exempt

**Starting Salary and/or Grade:** Grade 57

**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, parents, 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.
- Knowledge of basic computer operations.
- Ability to follow oral and written instructions.
- Physical ability (able to exert up to 20 pounds of force occasionally) and dexterity to perform the duties and responsibilities of the job.