

**Support Associate III**  
**New Hanover County Schools**

**Job Description**

**Class: Classified**

**Dept: School**

**TITLE:** Support Associate III

**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:** Principal

**JOB GOAL:** To be responsible for receptionist and front office duties for a school.

**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. Serve as a receptionist giving information regarding school operations and handling telephone inquiries and correspondence of a non-technical nature.
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 and provide each with identification badge for security purposes.
7. Provide support for accurate system wide record maintenance.
8. Provide assistance and act as a backup for school office operations.
9. Composes 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 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/Twelve month work year/At Will/FLSA Non-Exempt

**Starting Salary and/or Grade:** Grade 59

**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.
- Ability to operate multi-line phone system.
- Ability to interact and deal with the public in a professional manner.