

Support Associate V
New Hanover County Schools

Job Description

Class: Classified

Dept: High School (Traditional)

TITLE: Support Associate V – Traditional High Schools

QUALIFICATIONS:

1. High School degree or equivalent.
2. Extensive, broad experience in an office environment with responsibility for a large variety of complex duties.
3. Strong computer and communication skills.

REPORTS TO: Principal

JOB GOAL: To perform a variety of administrative and receptionist duties to support the school administration.

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 school matters.
3. Screen and independently handle calls, visitors, parents and employees; give a variety of information concerning school procedures; answer phone and take messages.
4. Assist the front desk support associate III with his/her duties in regards to student check in and check out process.
5. Serve as school payroll operator and liaison between school staff and central payroll associates with duties as outlined in the Administrative Payroll Manual.
6. Write, edit, prepare, or coordinate the preparation of correspondence, reports, charts, graphs and other printed materials; researches content items for correctness of presentation and applicability.
7. Compose responses to incoming correspondence and compose letters and memorandums for the principal's review.

8. Answer questions from employees, students and parents concerning policies, procedures or deadlines; explain the use of records or information.
9. Maintain school records; act as point of contact for school served and provide information or refer inquiries to proper personnel.
10. Screen and route materials according to content of communications; routing duties require detailed knowledge of organizational operations and status of work.
11. Maintain principal's calendar, make appointments and handle telephone inquiries.
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: Twelve 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:

- Demonstrate functional knowledge of computers and all aspects of the Microsoft Office Professional software programs.
- 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 work with a high degree of accuracy.
- Strong organizational skills.
- Ability to interact and deal with the public in a professional manner.
- 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.