

**Support Associate V
New Hanover County Schools**

Job Description

Class: Classified
Dept: Transportation

TITLE: Support Associate V

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. Notary Public or willingness to obtain.

REPORTS TO: Director of Transportation

JOB GOAL: To perform a variety of administrative duties to support the Transportation 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 matters.
3. Screen and independently handle calls from parents of exceptional children riders and manage communications with bus drivers; answer phone and take messages.
4. Coordinate exceptional children drivers' midday programs and runs.
5. Provide support for accurate system wide record maintenance.
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. Administer drug and alcohol testing for the Transportation Department.

8. Update the Transportation Department's webpage as needed.
9. Backup the payroll operator, as needed.
10. Perform other duties and responsibilities as requested by the Director of Transportation.

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.