

LAGUNA BEACH UNIFIED SCHOOL DISTRICT
Job Description: High School Reception and Counseling Office Assistant

BASIC FUNCTION:

Under the direction of site administrators, serve as the high school receptionist, coordinate the flow of operations and communications for the Counseling Office; perform a variety of confidential and complex secretarial, technical, and administrative functions in support of counselors and psychologists.

ESSENTIAL DUTIES:

- Plan, coordinate and organize the flow of activities and communications for the High School Counseling Office and interact with other departments related to Counseling such as attendance, records, and activities as well as other school sites, District office, and outside agencies.
- Perform a variety of secretarial, technical and administrative responsibilities to relieve the administrators of administrative and clerical detail; assure smooth operations of the Counseling Office.
- Research, compile, produce, process, and coordinate or assist with counselor events and student registration and records.
- Compose, independently or from notes, a variety of materials including correspondence, schedules, lists, forms, and special projects; maintain accurate files and records.
- Provide detailed and technical information concerning policies and procedures where judgment, knowledge and interpretation of procedures and regulations are required; using independent judgment and initiative, problem-solve, bringing critical or difficult issues to the attention of supervisors.
- Address the public tactfully and courteously; answer questions in person, over the telephone, and/or via email in a timely manner.
- Schedule and coordinate counseling appointments; calendar all meetings, events, and student appointments for individual counselors.
- Assist counselors in monitoring the progress reports of students, producing data reports, communications with parents and students to track progress to graduation.
- Monitor LBHS Counseling Website; generate and update website materials, documents, calendars, newsletters and forms.
- Establish and maintain numerical, alphabetical, and subject matter files, which may contain highly sensitive and privileged material.
- Receive, screen, sort and route mail; compose replies or handle correspondence independently, as directed.
- Prepare input data for a computerized record management, storage, and retrieval system and utilize the output reports.

OTHER REPRESENTATIVE DUTIES:

- Issue and prepare work permits as needed and in the absence of Career Center personnel.
- Engage in cross training on office functions and demonstrate use of knowledge to support office needs.
- Participates in job-related or District training as required.
- Other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Appropriate English usage, spelling, grammar, punctuation, and arithmetical concepts
- Modern office methods, practices and procedures, including filing systems, receptionist and telephone techniques, business forms, letter and report writing, proofreading and office equipment operation;
- Use of the internet, file transfers, downloading and uploading data from websites;
- Record storage, retrieval, and management systems;
- School organization, functions, policies, rules and regulations.

Ability to:

- Perform complex and technical clerical work requiring accuracy and attention to detail
- Prepare clear and concise reports
- Accurately interpret legal mandates, District policies, rules and regulations, and apply them to a variety of operational procedures
- Understand and carry out oral and written directions
- Establish and maintain cooperative working relationships
- Deal effectively with a wide variety of personalities and situations requiring diplomacy, friendliness, poise and firmness.

MINIMUM QUALIFICATIONS:

Experience:

Two years of responsible and technical clerical experience, including experience in organizing and coordinating clerical functions.

Education:

Equivalent to the completion of the twelfth grade, including coursework or training in business practices, automated record management, storage, and retrieval systems, and other related functional areas.

LICENSES AND OTHER REQUIREMENTS:

Willingness to acquire valid CPR and First Aid certifications issued by an authorized agency.

Personal Qualities:

- Independent worker
- Maturity and good judgment
- Neat and clean appearance
- Willingness to assume a wide range of responsibilities
- Willingness to continuously improve
- Pleasant interpersonal skills
- Good organizational skills
- Commitment to professional courtesy
- Belief in high moral standards
- Commitment to professional responsibility
- High intrinsic motivation

WORKING CONDITIONS:

Environment:

- Indoor office environment.
- Constant interruptions.

Physical Requirements:

- Ability to stand or sit for extended periods of time.
- Ability to frequently reach, grasp, stoop, bend, push, pull, kneel, squat, and twist to store or retrieve materials.
- Ability to see for purposes of reading instructions, labels, and other printed matter and for the safe operation of equipment.
- Ability to hear and understand speech at normal levels in person and on the telephone.
- Ability to communicate so others will be able to clearly understand a normal conversation in person and on the telephone.
- Ability to operate computer, calculator, copy machine, telephone, and other office equipment with dexterity and in a safe and efficient manner.
- Ability to frequently lift and/or move up to 15 pounds, occasionally move or lift up to 25 pounds, and occasionally move or lift up to 50 pounds with assistance.

Operation of Vehicles, Machinery and Equipment Requirements:

- Ability to travel to a variety of locations within a reasonable time frame
- Must be able to operate office, multimedia, and computer equipment

Mental and Emotional Requirements:

- Ability to understand, and follow oral and written directions
- Ability to work independently with little direction
- Ability to concentrate to meet numerous deadlines
- Ability to establish and maintain effective working relationships with others
- Ability to make independent decisions to respond to numerous requests, deadlines, and to prioritize assignments
- Ability to exchange information
- Ability to learn the procedures, functions and limitations of assigned duties

SPECIAL REQUIREMENTS:

Applicants must successfully pass the skill test administered by the District, and speak, read, and write in English.