



CLERICAL ASSISTANT III – STUDENT SUPPORT SERVICES

Revision Date: 01/20/17

CLASS TITLE: CLERICAL ASSISTANT III-STUDENT SUPPORT SERVICES

DEFINITION:

Under the direction of an assigned supervisor, performs a wide variety of informational and clerical assistance duties involving student alternative programs support, board document preparation, expulsions, expulsion proceedings support, records, special populations support, and frequent and responsible contact with students, staff and the general public.

DISTINGUISHING CHARACTERISTICS:

The Clerical Assistant III class is the experienced-level and incumbent performs more varied and complex duties with a broader range of independent action within established guidelines; provide clerical assistance to the Director of Student Support Services and the Coordinator of Child Welfare and Attendance – which includes duties and support of student alternative programs, board documents, expulsions, expulsion proceedings, records, special populations, and other student support programs and services.

STATEMENT OF ESSENTIAL DUTIES:

- Provides a variety of information and clerical assistance involving student alternative programs support, board document preparation, Expulsions, records, special populations support and frequent and responsible contact with students, staff and the general public.
- Performs a variety of duties regarding the student alternative programs, board documents, expulsions, records, and special populations function such as monitoring and maintaining appropriate records, board documents and preparing and other student support services records and documents.
- Answers phones and takes messages; provides information and assistance to students, teachers, parents and others regarding student alternative programs, board documents, expulsions, records, special populations and other student services.
- Provides assistance to students and parents coming into the student support services office; hold initial review for alternative program placement, arrange meetings, support requests for transfers, as well as other student support services related services.
- Maintains appropriate files, forms, documents and records; may operate computer terminal to input and update student alternative programs, board documents, expulsions, records, special populations, and other student support services files, forms, documents and records.
- Types, duplicates, and distributes a variety of documents, including notices, records, forms and lists; types letters and correspondence.
- Operates a variety of office machines including typewriter, calculator, computer, and copier.
- Provides work direction under the direction of the Director and Coordinator to student support services support staff and alternative programs staff, as necessary.
- Performs other related tasks and assumes responsibilities as may be assigned by proper authority.

Clerical Assistant III-Student Support Services - continued

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Modern office practices, procedures and equipment.
- Record keeping techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Interpersonal skills using tact, patience and courtesy.
- Telephone techniques and etiquette.
- Oral and written communications skills.
- School organization, operations and policies.

Ability to:

- Understand and follow oral and written directions.
- Work cooperatively with others.
- Establish and maintain effective working relationships with others.
- Meet schedules and time lines.
- Maintain records and prepare reports.
- Make arithmetic calculations quickly and accurately.
- Complete work with many interruptions.
- Type at 40 words net per minute from clear copy.
- Perform clerical work related to assigned area with speed and accuracy.
- Communicate effectively with students, staff and the general public.
- Operate various office equipment.
- Learn to interpret and explain rules, regulations, policies and procedures regarding student alternative programs, board documents, expulsions, records, special populations, and other student support programs and services.
- Maintain a variety of files.

EDUCATION AND EXPERIENCE:

Graduation from high school and/or High School Equivalency (GED), two years of increasingly responsible clerical experience in a high school involving frequent contact with the public.

PHYSICAL CHARACTERISTICS:

Must be able to bend, stoop, reach, lift and stand for prolonged periods; see to read fine print; depth Perception to file; use hands and fingers to operate office equipment; speak clearly; and hear well enough to communicate effectively in person and on the telephone to be able to perform all tasks.

WORKING CONDITIONS:

District office and high school environment.