



For the future of every student

CLASS TITLE: SCHOOL SERVICES ASSISTANT II

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform diversified and complex clerical duties in support of an assigned secondary school following and interpreting well-established policies, procedures and mandated regulations, which involves and requires independent judgment and in-depth knowledge of an assigned function. Coordinate the flow of communications, correspondence and information in support of assigned functions.

DISTINGUISHING CHARACTERISTICS:

The School Services Assistant II performs complex work in assigned functions at a secondary school site. Incumbents assigned to this classification are specialized in functions such as athletics, records, registration, enrollment, budget and/or administrative support. The School Services Assistant I requires basic knowledge in these functions, and is primarily focused on providing support in the areas of receptionist, customer service, data entry, records maintenance, filing and retrieval of information and reports.

REPRESENTATIVE DUTIES: *Essential Duties are intended to present a descriptive list of the range of some of the duties, but not all of the duties that may be performed by employees in the class. The descriptive list is not intended to reflect all duties performed within the job, nor is it intended to mean that an employee will be assigned all duties as listed.*

ESSENTIAL DUTIES:

Perform diversified and complex clerical duties in support of an assigned secondary school involving independent judgment and requiring in-depth knowledge of an assigned function; assist in assuring smooth and efficient office operations. Provide support to administrators and other school staff; coordinate the flow of communications and information; assure smooth and efficient office operations.

Serve as clerical support of assigned functions (i.e. athletics, records, registration, enrollment, budgets, administrative support to administrators, counselors, psychologists, teachers and/or staff, etc.). Research, compile and verify a variety of data and information; compute statistical information for various reports; prepare and process various forms, applications and paperwork; duplicate, assemble, distribute, collect, verify and assure accuracy and completeness of various documents.

Receive, screen and route telephone calls; take, retrieve and relay messages as needed; schedule and arrange appointments, conferences, meetings and other events. Receive, greet and direct visitors; respond to inquiries and provide a variety of detailed information to personnel, students or the public concerning assigned functions, services and related goals, objectives, time lines, activities, processes, policies and procedures.

Input and update a variety of data in an assigned computer system; establish and maintain automated records and files; initiate queries, develop spreadsheets, and generate various computerized lists, documents and reports; assure accuracy of input and output data.

Compose correspondence independently or from oral instructions; prepare letters, reports, memos, forms, flyers, notices, agenda items, contracts, presentations or other materials from straight copy, rough

draft or oral instructions; proofread and verify accuracy and completeness of documents.

Prepare, print, duplicate, distribute, collect, verify and file various documents; process various forms, applications and paperwork; compile, assemble and distribute packets and folders; review and verify accuracy and completeness of various forms and documents; make corrections as needed.

Compile, assemble and verify a variety of data and information; prepare and maintain a variety of records, logs and reports related to students, programs, services, correspondence and assigned activities; maintain student records and cumulative files; establish and maintain filing systems.

Communicate with District staff, students, parents, outside organizations and the public to exchange information and resolve issues or concerns; request, verify and provide documents and information as needed.

May perform a variety of clerical accounting duties as assigned; calculate, prepare and revise accounting data; maintain and balance funds and accounts; process, verify and update accounts and records with income and expenditures; prepare invoices and calculate, collect and account for monies as required.

May monitor inventory levels of office and other designated supplies; order, receive and maintain inventory of office supplies; prepare and process purchase orders and requisitions as assigned.

May maintain and update appointment and activity calendars and schedules; assist with coordinating, reserving and arranging facilities and equipment for meetings and special events such as graduation ceremonies and fundraising events as needed.

May process progress reports, report cards and transcripts; assist with maintaining and updating master schedule information as required.

May assist with testing activities as required; distribute, collect and process testing materials for assessment tests as assigned; administer and monitor students during tests.

May provide back-up support to other assigned functions (i.e. ASB, athletics, attendance, records, registration, enrollment, budgets, etc.) as needed to ensure efficient school operations and to respond to high-demand, peak times during the school year (i.e. beginning of school, end of school).

Operate a variety of office equipment including a copier, computer and assigned software.

Arrange, prepare and set up facilities for meetings, workshops or other events as required.

Open and close assigned facilities as assigned; lock and unlock doors; turn equipment on and off.

Maintain and update various calendars and schedules as required.

May provide back-up support for student health services as assigned; administer basic first aid and dispense medication to students in accordance with physician instructions as assigned by the position.

Provide oral and written translation between students, teachers, staff, parents and others as assigned by the position; provide written translation and interpretation of correspondence, letters, reports and other materials as required.

Perform other related duties as assigned that support the overall function of the position.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

Modern office practices, procedures and equipment.
Telephone techniques and etiquette.
Terminology, processes and operations of assigned office.
Record-keeping and report preparation techniques.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Data control procedures and data entry operations.
Business letter and report writing, editing and proofreading.
Operation of a computer and assigned software.
Methods of collecting and organizing data and information.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Mathematic calculations.

ABILITY TO:

Perform diversified and complex clerical duties in support of an assigned secondary school involving independent judgment and requiring in-depth knowledge of an assigned function.
Answer telephones and greet the public courteously.
Assist in assuring smooth and efficient office operations.
Type or input data at an acceptable rate of speed.
Compose correspondence and written materials independently or from oral instructions.
Operate a variety of office equipment including a computer and assigned software.
Understand and follow oral and written directions.
Establish and maintain cooperative and effective working relationships with others.
Communicate effectively both orally and in writing.
Meet schedules and timelines.
Complete work with many interruptions.
Add, subtract, multiply and divide quickly and accurately.
Maintain regular and consistent attendance.

EDUCATION AND EXPERIENCE:

Any combination of education, training and experience equivalent to graduation from high school and two years progressively responsible clerical experience. Experience in an education environment highly desirable.

LICENSES AND OTHER REQUIREMENTS:

Some positions in this class may be required to translate oral and written communications between English and a designated second language.
Some positions in this class may require first aid certification.

WORKING CONDITIONS:**ENVIRONMENT:**

Office environment.
Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information in person and on the telephone.
Sitting or standing for extended periods of time.
Seeing to read a variety of materials.
Bending at the waist, kneeling or crouching to file materials.

Approved by Personnel Commission:

05/17/2023