TRAVIS UNIFIED SCHOOL DISTRICT

Reaching beyond the boundaries to build a community of learners.

TITLE: Special Education Office Clerk **CLASSIFICATION: Classified**
DEPARTMENT: Special Education **Range: 14**

DEFINITION

Under general supervision, provides a variety of office support activities to the special education department and school sites, including word processing, data entry, student information database system maintenance, telephone and counter reception, tracking, and filing; provides information and assistance to students, parents, and the general public; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned administrator. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This classification is responsible for performing a variety of administrative and office support duties. This classification requires communications skills and knowledge of district and school operations. Employees at this level learn and perform the full range of duties as assigned working within prescribed procedures and exercising limited judgment. This class is distinguished from the Secretary in that the latter is responsible for performing a broad range of secretarial and administrative support duties and/or for coordinating daily operations of a multi-faceted assignment. It is expected that this classification will substitute for the Secretary in his/her absence.

ESSENTIAL FUNCTIONS

Performs office administrative duties to support District operations, including word processing, filing, preparing records and basic reports, and ordering and maintaining office and other related supplies.

- Answers and screens telephone calls and directs callers to appropriate staff as necessary; greets and assists students, parents, and other visitors at the front counter and directs to appropriate locations and/or staff; and responds to complaints and requests for information with exceptional customer service.
- Reviews forms, reports, records, and files and verifies completeness and conformance with established District and/or school regulations and procedures.
- Prepares, copies, collates, and distributes a variety of documents; gathers, assembles, updates, and distributes a variety of District or school specific information, forms, records, and data as requested; ensures proper filing of copies.
- Processes required paperwork for students registering and leaving the school; sends or requests student records, including special education records for current and former students.
- Utilizes SEIS, Aeries or other assigned databases to input data, create queries, transfer data between databases, and produces a variety of lists, charts, tables, files, records, and reports; verifies and ensures accuracy, completeness, and integrity of computerized data and reports.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic terminology, processes, and operations of an assigned area.
- Applicable State and local laws, regulatory codes, ordinances, and procedures relevant to an assigned area of responsibility.
- Research, reporting, and recordkeeping methods, techniques, and procedures.
- Interpersonal skills emphasizing tact, patience, and courtesy.

- English usage, spelling, vocabulary, grammar, and punctuation.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Techniques for providing a high level of service by effectively dealing with parents, students, and District staff

Ability to:
- Perform a variety of diverse clerical duties in support of an assigned area.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Organize and maintain highly detailed, confidential student records, files, and databases.
- File materials alphabetically, chronologically, and numerically.
- Input and retrieve data from a computer with sufficient speed and accuracy.
- Understand, interpret, and respond with courtesy and sensitivity to the needs of families from culturally diverse backgrounds.
- Prepare clear, complete, and concise reports.
- Interpret, apply, explain, and ensure compliance with District policies, procedures, and regulations.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Operate modern office equipment including computer equipment and specialized software application programs.
- Work in a fast-paced office environment; organize and prioritize a variety of projects and multiple tasks in an effective and timely manner.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be Equivalent to graduation from high school and two (2) years of general office clerical experience.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification, although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL ELEMENTS

Employee work in an office environment with moderate to loud noise levels and controlled temperature conditions. Employees may interactive with upset staff, students, parents, and/or the public in interpreting and enforcing departmental policies and procedures.

THE TRAVIS UNIFIED SCHOOL DISTRICT IS AN EQUAL OPPORTUNITY EMPLOYER and in compliance with federal and state laws, does not discriminate in any employment practice on the basis of age, ancestry, color, marital status, medical condition, national origin, political or union affiliation, physical or mental disability, race, religion, sexual orientation or sex.

Board Approved: 1/16/24