

COLTON JOINT UNIFIED SCHOOL DISTRICT

CLASS TITLE: SCHOOL SUPPORT SECRETARY II

BASIC FUNCTION:

Under the direction of the Principal or Assistant Principal, perform varied and responsible clerical and secretarial duties to relieve the Principal, Assistant Principal, assigned administrator, or assigned department of clerical and administrative detail at an assigned secondary school site; prepare and maintain a variety of records and reports related to assigned activities; serve as liaison between administrators, faculty, staff, students, parents and the public; receive phone calls and visitors.

DISTINGUISHING CHARACTERISTICS:

The School Support Secretary II is assigned to the Assistant Principal's office at a comprehensive high school and provides primary support for disciplinary processes. The School Support Secretary I is assigned to a middle school, continuation or alternative high school, or the counseling office at a comprehensive high school.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform varied and responsible clerical and administrative duties to relieve the Assistant Principal, assigned administrator or assigned department of clerical and administrative support detail; assist with school office operations; participate in special projects and research related to the Assistant Principal or area of responsibility; maintain confidentiality of sensitive and privileged information.

Serve as liaison between administrators, faculty, staff, students, parents and the public; receive and greet parents, students and personnel and direct inquiries to appropriate personnel; explain program services, policies and procedures; initiate and answer telephone calls; screen and route calls; receive, route and distribute mail; respond to inquiries and provide information; retrieve and respond to messages and emails as appropriate.

Compile information and prepare and maintain a variety of records, logs and reports related to student information, operations, discipline and assigned activities; assure that reports and information are sent to appropriate personnel and departments as required; establish and maintain filing systems; process a variety of forms, packets and applications; duplicate materials as needed.

Maintain calendars and schedules of meetings, appointments and conferences; input master calendar information as directed; schedule meetings and take minutes as directed; compile relevant data and various documents as needed.

Compose correspondence from rough drafts or verbal instructions as assigned; type and input data into an assigned computer system including referrals, suspension/behavior contracts, reports, memoranda, records, lists, orders, documents and related statistical data; assist with making revisions as needed; perform research and compile information for assigned administrator as required.

Assist with processing paperwork for expulsions, due process, suspensions and detentions as assigned by the position.

Assist with standardized testing duties as assigned; assist with testing preparation, distribution and collection as assigned according to established guidelines.

Communicate with administrators, students, parents, personnel and outside agencies to exchange information, coordinate activities and resolve issues or concerns related to office activities and assigned duties.

Operate a variety of office equipment including a printer, copier, fax machine, scanner, computer and assigned software; operate a two-way radio; perform minor, non-technical repairs on assigned office equipment as needed.

Substitute, relieve or serve as a back-up for other office personnel, including registration and health office as assigned; perform health office duties as assigned including administering routine first aid to students in the absence of health office personnel; prepare and maintain related health logs and records; notify parents of ill or injured students as needed.

Monitor students in the office as needed; advise students of consequences of violation of rules including dress code and student disciplinary policy.

Attend and participate in meetings and in-services as assigned.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Functions and clerical operations of an administrative office.
- Organizational operations, policies and objectives.
- Applicable laws, codes, regulations, policies and procedures.
- District policies and procedures related to assigned position.
- Modern office practices, procedures and equipment.
- Telephone techniques and etiquette.
- Record-keeping techniques.
- Policies and objectives of assigned programs and activities.
- Business letter and report writing techniques.
- Oral and written communication skills.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Interpersonal skills using tact, patience and courtesy.
- Operation of a computer and assigned software.
- Health and safety regulations.
- Basic first aid procedures.

ABILITY TO:

Perform a wide variety of responsible clerical and secretarial duties involving frequent public contact and requiring an understanding of a functional area at a school site.
Serve as liaison between administrators, faculty, staff, students, parents and the public.
Prepare and maintain a variety of records and reports related to assigned activities.
Assure smooth and efficient office operations.
Learn, interpret, apply and explain laws, codes, rules and regulations related to assigned activities.
Determine appropriate action within clearly defined guidelines.
Answer telephones and greet the public courteously.
Compose correspondence and written materials independently or from oral instructions.
Meet schedules and time lines.
Compile, assemble, verify and prepare data for records and reports.
Complete work with many interruptions.
Operate a variety of office equipment including a computer and assigned software.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Type or input data at an acceptable rate of speed.

EDUCATION AND EXPERIENCE:

Education: Graduation from high school or equivalent.

Experience: Three years of clerical experience.

Any combination of training and/or experience that would likely provide the required knowledge and abilities may be considered.

LICENSES AND OTHER REQUIREMENTS:

Valid First Aid certificate within 3 months of employment.

Some incumbents may be required to be proficient in English and a designated second language and pass an oral and/or written proficiency test in a designated second language.

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 for extended periods of time.

Seeing to read a variety of materials.

Bending at the waist, kneeling or crouching to file materials.

Reaching overhead, above the shoulders and horizontally.

HAZARDS:

Contact with dissatisfied or abusive individuals

Potential contact with blood and other body fluids.

Potential for contact with blood-borne pathogens and communicable diseases.