

LOS ALAMITOS UNIFIED SCHOOL DISTRICT
Office of the Personnel Commission

CLASS TITLE: Counseling Assistant

BASIC FUNCTION:

The Counseling Assistant position is unique, primarily because of the range of activities handled in an atmosphere of continual interruptions and pressure. Under general supervision of the site administrator, the Counseling Assistant serves as the counseling office manager, performs a variety of organizational and secretarial duties including those responsibilities of a confidential nature dealing with personnel matters, confidential student and employee information. Duties performed are designed to relieve the counselors, psychologists, and the Assistant Principal of office and routine responsibilities by planning, organizing, and participating in the school office administrative operation.

ESSENTIAL FUNCTIONS:

1. Plan, coordinate and organize the flow of activities and communications for the 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.
2. Serve as lead person for other clerical staff by providing training, direction and guidance.
3. 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.
4. Research, compile, produce, process and coordinate aspects of programs such as Senior Awards Night, National Merit applications, graduation, CSF applications and Straight Talk.
5. Receive, monitor, track, and review student CUM files.
6. Compose, independently or from notes, a variety of materials including correspondence, schedules, lists, forms, special projects; maintain accurate files and records.
7. 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, provide service, answer questions, bringing critical or difficult issues to attention of supervisors; serve as a resource to others concerning policies and procedures.
8. Monitor Counseling supplies and forms, ordering when necessary.

9. Receive, greet, screen phone calls and visitors; receive, screen, sort and route mail; compose replies or handle correspondence independently, as directed.
10. Maintains a high degree of confidentiality regarding all aspects of the school site operation.
11. Prepare and maintain appropriate logs, files and records.
12. Prepare, print, and reorder student diplomas.
13. Operate a variety of office equipment and technology, including computers, printers, scanners, copiers, and other digital tools, utilizing modern software applications and platforms for document processing, communication, and data management.
14. Attend and participate in a variety of in-service training and meetings.
15. Perform other job-related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Functions and clerical operations of an administrative office including purchase requisitions, \ budgets, expenditures, and work orders.

Professional telephone techniques, including proper etiquette and customer service strategies

Modern office practices, procedures, and equipment operation, including proficiency in digital and cloud-based tools (e.g., Google Workspace, Microsoft Office, Informed K12)

Record-keeping, document management, and data entry techniques, including digital filing and compliance with privacy regulations (e.g., FERPA)

School office terminology, practices, and procedures, including familiarity with student enrollment, attendance, and scheduling systems

Health and safety regulations relevant to school environments, including emergency protocols and first aid practices

Correct English usage, including grammar, spelling, punctuation, and professional written communication

District and school organizational structure, operations, policies, and procedures, with the ability to navigate internal systems effectively

Applicable sections of the State Education Code, district policies, and other legal regulations governing school operations

Interpersonal skills using tact, patience, and courtesy when dealing with students, staff, parents, and community members

Technical aspects of the position's specialty, including the use of data management software, reporting tools, and other relevant technologies

ABILITY TO:

Coordinate activities of Counseling Office

Establish/maintain rapport and positive working relationships with all stakeholders including students, parents, staff, volunteers and the community

Perform responsible and complex office, secretarial, technical and administrative work involving independent judgment, requiring accuracy and speed with general supervision

Train and provide guidance and work direction to other clerical staff

Compose correspondence independently; compile data and prepare reports

Analyze situations effectively and adopt an effective course of action

Assure efficient and timely and accurate completion of projects and activities

Understand, interpret rules and written directions and apply to specific situations

Perform duties effectively with many demands on time and constant interruptions

Plan and organize work

Work confidentially with discretion

Communicate effectively in English both orally and in writing

Understand and follow oral and written directions

Work independently with little direction

Type at 50 wpm from clear copy

EDUCATION:

Any combination equivalent to: High School Diploma, GED, or Certificate of Completion, including or supplemented by college level courses in secretarial science or related business field.

EXPERIENCE:

Five years of increasingly responsible and varied clerical or secretarial experience

WORKING CONDITIONS:

High school office environment; subject many demands on time and constant interruptions; subject to tight deadlines and working in difficult interpersonal situations; subject to sitting for extended periods of time; frequently kneel, squat, stoop, stand and bend; repetitive twisting/pressure involving wrists/hands; repetitive use of hand, arm, shoulder; carry, push or pull up to 50 lbs.; work at computer for extended periods of time requiring close/distance vision; color vision, peripheral vision, depth perception and the ability to adjust focus; frequent use of telephone and other office equipment; constant people contact; ability to hear, speak normal voice conversation; exposed to minor contagious illnesses.

SALARY RANGE: 62

ADOPTED BY PERSONNEL COMMISSION: November 6, 2024

ADOPTED BY BOARD OF EDUCATION: November 19, 2024