

## **DEPARTMENT ASSISTANT**

### **DEFINITION**

Under general supervision, performs a variety of complex departmental supports, customer service and program support duties; composes and prepares correspondence using independent judgment in content and style; interacts frequently with staff and the general public and assists department with technical troubleshooting and maintenance of all associated programs; provides School information and directs questions and inquiries to the appropriate staff; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory and managerial staff. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This journey-level classification is responsible for performing a variety of complex departmental support duties requiring a comprehensive understanding of School services, associated programs, and activities. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Serves as support for assigned department; represents department administrators and staff in providing information and technical solutions on organization-wide and individual school programs, policies, and procedures; serves as liaison between assigned staff and students, parents, outside agencies, and the community on a wide variety of school issues.
- Coordinates and organizes a variety of activities; answers, screens, and routes telephone calls; takes and distributes messages; greets and directs visitors to the appropriate office or staff member; interacts with students, parents, and staff to answer questions, resolve problems, and provide information; responds to questions and complaints and refers questions and complaints to appropriate staff; and acts as a liaison to other School offices.
- Assists department with all tickets. Requires initiative and diligence in researching associated problem, identifying cause and solution, and providing solution to department or requester.
- Composes, types, edits, and proofreads a variety of documents, including, but not limited to letters, forms, memos, bulletins, newsletters, administrative, statistical, financial, and staff reports, and correspondence.
- Coordinates and participates in the preparation and maintenance of records, including expenditures, student and staff calendars, parking permits, requisitions, purchase orders, and meeting notes; ensures accuracy and proper maintenance of records and files manually and in computerized information systems; reviews a variety of records, reports, and other documents for completeness and accuracy and resolves discrepancies as required.

- Prepares, updates, and maintains a variety of school, staff, and student files and records; creates, updates, and maintains student cumulative records and emergency cards; files student attendance, testing, academic performance, disciplinary, work permits and other records in student files; prepares manual and computer logs of various documents and requests; retrieves, duplicates, and distributes copies of reports, forms, records, and documents as requested.
- Prepares and processes reports, forms, and records, such as requests for payments, purchase orders, invoices, credit card statements, work orders, timesheets, surveys and tuition reimbursement requests.
- Monitors, orders, receives, stores, and maintains adequate inventory levels of supplies and equipment.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Schedules meetings, conferences, and appointments; arranges for necessary set-up and materials to be available.
- Assists with curriculum and assessment duties; prints documents; receives and distributes testing materials and textbooks; enters student data into computer system.
- Maintains accurate reports and records of work performed and materials and equipment used.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Department practices, procedures, and terminology.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and School staff, through diligence of problem solving in associated department programs.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Business mathematics and basic statistical techniques.
- Record keeping principles and procedures.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

### **Ability to:**

- Perform responsible department support work with accuracy, speed, and general supervision.
- Research, identify, and troubleshoot issues to provide solutions to requester or department with minimal supervision.
- Provide varied and responsible secretarial and office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the department as necessary to assume assigned responsibilities.
- Interpret, apply, and explain administrative and school policies and procedures.
- Respond to and effectively prioritize all tasks or requests for service.
- Compose correspondence and reports independently or from brief instructions.

- Maintain confidentiality and be discreet in handling and processing sensitive and/or confidential information and data.
- Perform arithmetic computations accurately.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- 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 the completion of the twelfth (12<sup>th</sup>) grade and two (2) years of increasingly responsible office administrative experience.

**Licenses and Certifications:**

- None.

**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 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.