# Birmingham Community Charter High School
# Grade Level Office Assistant

Title: Grade Level Office Assistant
FLSA Status: Non-Exempt
Reports to: Assigned Assistant Principal/Director
Supervises: N/A

DEFINITION:
Under the direction of assigned administrators or designees, coordinates the flow of activities and communication for a grade level program; performs a variety of diverse clerical duties in support of an assigned grade level program office and follows directions from school-wide programs affecting grade level students; ensures accurate information such as student attendance rosters; answers phones, greets and assists students, parents, law enforcement officers, DCFS workers, private outside agency counselors and visitors; provides information and direction and assists students, parents, counselors, teachers, deans, PSAs, PSWs, grade level coordinators, and the general public.

ESSENTIAL FUNCTIONS:

- Respond to inquiries and provide a variety of information and assistance to staff, students, parents and the public in a tactful and courteous manner;
- Answer phones and professionally greet callers, take and distribute phones messages in a timely and accurate manner;
- Communicate with other departments, staff and outside organizations to exchange information and resolve issues or concerns related to assigned activities; prepare and coordinate schedules and calendars as directed;
- Assist and provide information as needed to parents, law enforcement officers, DCFS workers, private agency counselors, visitors and students regarding grades, attendance, homework requests, absences, truancies, detentions, disciplinary records etc.;
- Ensure accurate accounting and reporting of student attendance, calling parents and clearing attendance on a daily cycle;
- Set up, input, and maintain student files;
- Maintain confidentiality of student records and interactions with parents, including content of any requested translations;
- Assist in the collection of data required for the preparation of reports to the charter authorizer and other appropriate bodies;
- Assist deans, administrators, counselors, PSWs, PSAs, and grade level academy coordinators with all matters regarding student records;
- Establish and maintain positive working relationships with students, parents, other staff members, and the public using proper customer service etiquette such as patience, positive interactions finding solutions, etc.;
- Contact and summon students for counselors, deans, PSAs, PSWs, grade level academy coordinators, for matters such as graduation checks, attendance concerns, recognition, tutoring, teacher requests, lost and found items, social services and any other pertinent matters;
- Compose letters, forms, memoranda, bulletins, reports, flyers or other materials from detailed or rough copy; compose routine correspondence; proofread completed typing assignments; copy materials;
- Input a wide variety of information into assigned computerized database and generate a variety of reports and lists; request or provide information and records as necessary to assure completeness and accuracy (e.g., student emergency forms, attendance rosters, student withdrawals, etc.);
- Prepare/send Student Withdrawal Report (Notification to the Superintendent) to appropriate district office;

- Receive, sort and distribute mail; coordinate mailings and copying; prepare and distribute informational packets and bulk mailings as directed;
- Assist in monitoring inventory levels of office supplies and materials; assist with ordering, receiving and maintaining inventory of office supplies and orders placed for other materials required to support the ~~program~~ grade level office;
- Attend assigned meetings and conferences and prepare related agendas; take minutes and prepare related paperwork as directed;
- Maintain auditable records;
- Participate in a variety of special projects as assigned;
- Assist in providing support to other offices when needed;
- Monitor attendance, submit official grades and coordinate activities of all student workers (TAs) assigned to the grade level office;
- May provide translation verbally and written in a second language as needed and when qualified;
- Perform and accomplish special duties which may vary among program offices;
- Assist in the collection of meal applications including summoning students and contacting parents;
- When requested, set up appointments for counselor/teachers/deans to meet with parents concerning their students' academic placement and standing;
- Administer or monitor students referred for basic first aid, illness, or injury;
- Support administration in organizing and facilitating annual Patriot Preview;
- Support COVID office by collecting Independent Study agreements from students;
- Purge student records at the end of school year and send documents to storage;
- Receive weekly attendance rosters from grade level teachers and make corrections/ updates in Aeries;
- Support Freshman Grade Level team in organizing and facilitating annual Freshman Academy Orientation;
- Support Knights and Ladies and ASB applicants with reports needed for application process;
- Assist parents with data confirmation;
- Maintain and track correct mailing information for grade level students;
- Identify students who qualify for charter permits and submit permit through proper channels;
- Use the parent communication system to retrieve attendance notes daily and follow up as needed, assist parents with messages etc. and
- Perform related duties as assigned.

KNOWLEDGE OF:

- Modern office practices, procedures and equipment;
- Oral and written communication skills;
- Correct English usage, grammar, spelling, punctuation and vocabulary;
- Basic arithmetic;
- Operation of computer and various office machines;
- Microsoft Office, Word and Outlook, and other computer systems as may be used in the workplace;
- Web browsing techniques;
- Telephone techniques and etiquette;
- Record keeping and report preparation and
- Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

- Multi-task and successfully complete tasks despite frequent interruptions from phones, student and parent walk-ins, and staff requests for service;

- Ability to apply accurate judgment and make decisions appropriate to a variety of routine and non-routine recurring and occasionally unexpected situations that require immediate attention;
- Perform clerical tasks such as filing, typing, copying and maintaining routine records;
- Relate well to adults and children by working effectively with employees, students, and the public;
- Understand, interpret, and apply pertinent rules, guidelines and procedures;
- Organize files, keep accurate records;
- Use assigned computer to input, edit, extract, and format data and information in programs such as Word, Excel, student database, and financial/purchasing system;
- Type rapidly and accurately using a computer keyboard;
- Produce, retrieve, and store word documents, email documents, and spreadsheets
- Communicate effectively orally and in writing;
- Answer telephones and greet the public courteously;
- Complete work despite constant interruptions and
- Receive, sort and distribute mail.

EDUCATION:
Graduation from high school or evidence of equivalent educational proficiency.

An Associate of Arts degree from a recognized college or 60 semester or equivalent quarter units from a recognized college or university preferred. Courses in Microsoft Office, office practices and procedures, business arithmetic, and business English preferred.

EXPERIENCE:
Minimum of two years of previous clerical office experience.

OTHER QUALIFICATIONS
- Maintain current knowledge of safety issues and practices through the online Safe School Training
- For assignments requiring application of bilingual skill, possess a current bilingual competency certificate issued by a recognized agency such as LAUSD

PHYSICAL DEMANDS:
- Lift, carry, push, pull, bend, twist, stoop, kneel, walk, run, and crawl
- Perform light physical exertion
- Lift and carry up to 25 pounds
- Reach in all directions
- Stand, sit and walk for extended periods of time
- Work at a desk, conference table or in meetings of various configurations
- Read, interpret, and apply rules, regulations, policies and procedures

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

**Right to Revise:**

This job description is not meant to be all-inclusive and the Charter School reserves the right to revise this job description as necessary without advance notice.

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed, as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer without notice.

Employee: I have received a copy of the above Job Description and agree to direct any questions to my supervisor.

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Employee Signature Date

Board Approved: June 24, 2025