FLSA: Non-Exempt

MT DIABLO USD
SCHOOL OFFICE MANAGER, Elementary School

DEFINITION

Under general supervision, performs office and administrative support duties and functions for an assigned elementary school or learning center; provides secretarial services for the school administrative staff, principal and/or the program administrator; coordinates the daily operations and activities of the school office; prepares regular and specialized reports, records, and files; interacts with staff, teachers, students, and parents on a wide variety of issues; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned Principal. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a journey-level classification in the School Office Manager series. Incumbents at this level are capable of performing administrative and office coordination duties requiring knowledge of District and school rules, policies, and procedures and are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative.

This class is distinguished from the Office Manager, Middle School in that the latter provides advanced-level technical and specialized administrative support at an assigned middle school requiring additional training and/or experience.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

Incumbents may perform any combination of the typical functions shown below.

- Oversee the smooth operations of a school office at an assigned elementary school; continuously interacts with students, parents, teachers, and administrators to answer questions, resolve problems, and provide support on a wide variety of school policy and activity matters; develops and implements procedures and performance standards for all clerical work in the school to maintain efficient school office clerical operations in conformance with district procedures and standards; orients and instructs other school staff, volunteers and helps in district and school office policy and procedures and in the use of office equipment and other related resources; exercises functional or technical direction to assigned office support staff and/or student helpers and campus volunteers as assigned; assists students who are ill or injured and notifies parents as appropriate; monitors students in the school office; escorts visitors and students as needed.
- Provides clerical and secretarial support to a school principal; represents the principal in providing information on District and school rules, policies, and procedures; serves as a liaison between the principal and District administrators, other principals, staff, parents, students, outside agencies, and the community on a wide variety of issues; maintains principal's calendar and the master calendar of the school; schedules and coordinates meetings, conferences, and appointments for the principal; assists in organizing, preparing and distributing materials. **E**
- Maintains central records, including attendance, enrollment, cumulative records, school bookkeeping, student body accounts, purchase orders, work orders and makes routine reports related to school programs, operations and activities, the status of students and school staff, and the acquisition, use and disposition of school resources. **E**

- Reviews and prepares for daily teacher attendance; attempts to locate substitute teachers to fill in for absences; prepares information for incoming substitutes; if substitutes are unavailable, assists the principal and staff members to split classrooms for the day; may review student absences; enter in database; if required, contacts the parent, reviews District procedure, and may complete reporting as applicable. **E**
- Schedules and coordinates facility management needs including work order submission, follows up and ensures completion; schedules field trips and submits bus requirements; collects required forms and insurance documents from teachers/parents; coordinates and schedules families for special education or other conferences, school events and activities. **E**
- Assists with distribution and tracking of District iPads, Chromebooks, computers and/or other technology assigned to students and teachers participating in distance learning; provides login information, Zoom ID's, and passwords; assists with technical issues; dispenses keys, plans, and provides information to substitute teachers and other personnel.
- Distributes enrollment packets to parents; inputs and activates student data in school system as needed; inactivates student system records and processes paperwork for students leaving the school; sends or requests student records and transcripts from other districts; processes transcript requests for current and former students; creates and manages Independent Study Contracts. **E**
- Prepares, updates, and maintains a variety of school, staff, and student files and records; creates, updates, and maintains student cumulative records and emergency cards; testing, academic performance, disciplinary, 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; sends out communications to families and staff; updates school website to reflect current happenings and information. **E**
- Assists with school and program budget planning processes; tracks and maintains school and program budgets; maintains student body account, a clearing account, and a revolving account; reconciles bank statements and issues checks; collects monies from teachers, parents, and donors; makes in-person bank deposits; performs purchasing duties for the campus; communicates with vendors; acquires quotes/invoices; coordinates with the purchasing department following approved purchasing processes; follows up with vendors; receives and distributes items; places warehouse orders.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies District, departmental, school, and/or program policies and procedures in determining completeness of applications, records, and files*;* composes, copies, collates, and distributes a variety of reports, letters, documents, and memoranda; checks drafts for punctuation, spelling, and grammar; suggests corrections*; g*athers, assembles, updates, and distributes a variety of department or school specific information and forms as requested; ensures proper filing of copies in departmental or central files*;* monitors timesheets for substitutes and staff; maintains records of employee time-off; assists in entering data when deadlines are missed.
- Answers and screens telephone calls; greets and assists students, parents, and other visitors at front counter and directs to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints; directs callers to appropriate District staff, as necessary.
- Compiles information and data for administrative and statistical reports; checks data; prepares and assembles reports, manuals, articles, announcements, and other informational materials including updating family and staff handbooks, correspondence, minutes, handouts, and other documents; attends meetings.

- Performs basic first aid.
- May supervise students in the school office which may include student helpers, students to be disciplined and students with severe behavioral problems.
- Performs related duties as assigned.

E= Essential Functions

QUALIFICATIONS

Knowledge of:

- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to the assigned area of responsibility.
- State and district administrative programs, policies and procedures related to elementary school office functions.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Principles of record keeping and file maintenance.
- Safety principles and practices.
- Basic first aid.
- Basic mathematics.
- Techniques for providing a high level of customer service by effectively dealing with the parents, students, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- 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:

- Provide varied and responsible secretarial and office administrative work requiring the use of confidentiality, tact, and discretion.
- Perform a variety of school office procedures such as obtaining, recording, organizing, and reporting data and information about school programs and activities, the status of students and teachers and the status of material and fiscal resources.
- Understand the organization and operation of the District as necessary to assume assigned responsibilities.
- Interpret, apply, and explain administrative, program, school, and District policies and procedures to students, parents, and school staff.

- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Handle medical emergencies and injuries in a calm and effective manner, including providing basic first aid.
- Compose correspondence and reports independently or from brief instructions.
- Perform accurate mathematical and financial computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Organize and maintain highly detailed, confidential student records, files, and databases.
- File materials alphabetically, chronologically, and numerically.
- Effectively represent the department and the District
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- 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.
- 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:

Education:

- Equivalent to the completion of twelfth (12^{th}) grade.

Experience:

- One (1) year of responsible office administrative or secretarial experience.

Licenses and Certifications:

- Valid California Driver's License preferred.
- American Red Cross First Aid Certification
- CPR Certification preferred

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 and over the telephone. This is primarily a sedentary office classification although standing in

work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter 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 with appropriate accommodations if needed per ADA.

ENVIRONMENTAL ELEMENTS

Employees primarily 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.

CST Range: 477 Board Approval: October 25, 2023