FLSA: Non-Exempt

MT DIABLO USD
SCHOOL OFFICE MANAGER, Middle School

DEFINITION

Under direction, performs office and administrative support duties and functions for an assigned middle school or small high school; serves as secretary for a school principal and 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 direction from assigned Principal. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the advanced-level class in the School Office Manager series responsible for performing the most complex administrative and office coordination duties requiring thorough knowledge of District and school rules, policies, and procedures. Incumbents at this level 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. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness and conformity to policy and requirements.

This class is distinguished from the Office Manager, High School classification in that the School Office Manager, High School provides the most complex technical and specialized administrative support, as well as staff supervision, at an assigned high 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 middle school or small high 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; assists students who are ill or injured and notifies parents as appropriate.
- Serves as secretary to a school principal; represents the principal in providing information on District and school rules, policies, and procedures; serves as a liaison to 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**
- Analyzes office services requirements of the school; identifies and reports to the principal the personnel, fiscal material and systems resource requirements of the school office; organizes available office services resources; 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; plans, assigns or coordinates, and participates in the work of the school office; orients and instructs other school staff 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 office support staff, student helpers/assistants and/or volunteers as assigned.

- As needed, 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 all school resources. **E**
- As needed, reviews and prepares for daily teacher attendance; arranges temporary coverage for specific classes when there are not enough substitutes for the day; may review student absences; enters in database; if required, contacts the parent, reviews District procedure, and may complete reporting as applicable. **E**
- Approves and updates facilities use permits for outside users; coordinates with facility manager on damage, unauthorized visitors, vandalism, grounds, landscaping, site improvements, capital outlays; assists with classroom reporting needs including safety, technology, custodial, moves, repairs and supplies; maintains inventory of school equipment and furniture. **E**
- Coordinates and schedules families for special education or other conferences, school events and activities; participates as a member of the School Site Council as assigned.
- Keeps records of work time for staff; monitors timesheets for substitutes and staff; maintains records of employee time-off; codes and copies timesheets; processes additional pay timesheets for staff; prepares, updates, and maintains a variety of school staff records. **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; keeps accurate records of all fund transactions. **E**
- 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.
- 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.
- 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; gathers, 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.
- Composes, copies, collates, and distributes a variety of reports, letters, documents, and memoranda; checks drafts for punctuation, spelling, and grammar; suggests corrections; translates reports, correspondence, handouts, and other documents; 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; attends meetings and may provide, if qualified, upon request, translation services for parents and staff as assigned.
- May serve as school receptionist; 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.
- Performs basic first aid.

- 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 middle 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 in meetings, as needed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural 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, 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:

Education:

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

Experience:

- Two (2) years of increasingly responsible office administrative, clerical, or secretarial experience in a public-school office with experience in the aspects of school office operation, one year of which was secretarial experience.

Licenses and Certifications:

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

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