FLSA: Non-Exempt

MT DIABLO USD
SCHOOL OFFICE MANAGER, High School

DEFINITION

Under general direction, participates in, plans, schedules, assigns, and provides oversight for the work of staff performing administrative, clerical and secretarial duties within the school office of an assigned high school; provides administrative and secretarial services for the school principal; 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 work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned Principal. Oversees day-to day function of the office.

CLASS CHARACTERISTICS

This is the highest-level classification in the School Office Manager series that exercises independent judgment on diverse and specialized school office operations with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for the oversight of the day-to-day school office activities, reporting and recordkeeping. Incumbents are responsible for providing professional level support to the school Principal in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

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

- Plans, organizes, assigns, and provides oversight for the work of clerical, secretarial and/or administrative school office staff at the high school; participates in training staff in work procedures; counsels employees. **E**

- Monitors activities of the school office work unit; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements; assists in specific school projects.

- Provides oversight for the smooth operations of a school office at an assigned 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; may supervise students in the school office which may include student helpers, observes students with behavioral problems while waiting to be seen by appropriate administration staff or counselor; schedules and coordinates facility management needs including work order submissions, follow up and completion; assists in the coordination and scheduling of school events and activities. **E**

- 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**

- Participates in annual budget preparation; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures; assists with school and program budget planning processes, tracks school and program budgets; assists with purchasing duties for campus; communicates with vendors; acquires quotes/invoices; coordinates with the purchasing department to follow the approved purchasing processes; follows up with vendors; receives items; places warehouse orders. **E**

- Provides staff assistance to management; prepares and presents staff reports and other written materials; ensures the proper establishment and maintenance of reports, records, and files and the proper documentation of operations and activities.

- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and outside agencies.

- If 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 into database; if required, contacts the parent, reviews District procedure, and may complete reporting as applicable. **E**

- Ensures the proper maintenance of central records and 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, may assist 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.

- Maintains accurate and detailed records, verifies accuracy of information, research discrepancies, and records information; 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.

- Compiles information and data for administrative and statistical reports; checks data; prepares and assembles reports, manuals, articles, announcements, and other informational materials; composes, copies, collates, and distributes a variety of reports, letters, documents, and memoranda; checks drafts for punctuation, spelling, and grammar; suggests corrections; 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; provides oversight for web-site information updates.

- Responds to complaints and requests for information; interprets and applies 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.

- Informs staff to observe and comply with all District and mandated safety rules, regulations, and protocols.

- Performs related duties as assigned.

E= Essential Functions

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee work planning, and the training of staff in work procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly
- 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 high 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 training and development opportunities to staff and ensure work is performed effectively.
- Independently perform responsible administrative and secretarial support work with accuracy and speed.
- Provide varied and responsible secretarial and office administrative work requiring the use of 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.
- Provides 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.
- 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, 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:

- Four (4) years of progressively responsible office administrative or secretarial experience in a public-school office including significant experience in most aspects of school office operations, one year of which must have been in a high school and two years of which must have been secretarial.

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 ADA Accommodation if needed.

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