

LAGUNA BEACH UNIFIED SCHOOL DISTRICT
Job Description: High School Reception and Counseling Office Assistant

BASIC FUNCTION:

Under the direction of site administrators, serve as the high school receptionist, coordinate the flow of operations and communications for the Counseling Office; perform a variety of confidential and complex secretarial, technical, and administrative functions in support of counselors, student support specialists, and psychologists.

ESSENTIAL DUTIES:

- Plan, coordinate, and organize the flow of activities and communications for the High School Counseling Office and interact with other departments related to Counseling, such as attendance, records, and activities, as well as other school sites, the District office, and outside agencies and educational community
- Perform a variety of secretarial, technical, and administrative responsibilities to ensure smooth operations of the Counseling Office
- Provide administrative support to the counseling team by researching, compiling, producing, and processing information, and assisting with student registration, records management, and the coordination of counseling events
- Compose, independently or from notes, a variety of materials including correspondence, schedules, lists, forms, and special projects; maintain accurate files and records
- Provide detailed and technical information concerning policies and procedures where judgment, knowledge, and interpretation of procedures and regulations are required; using independent judgment and initiative, problem-solve, and bring critical or difficult issues to the attention of supervisors
- Address the public tactfully and courteously; answer questions in person, over the telephone, and/or via email in a timely manner
- Schedule and coordinate counseling appointments; calendar all meetings, events, and student appointments for individual counselors
- Assist counselors in monitoring the progress reports of students, producing data reports, and communicating with parents and students to track progress to graduation
- Monitor LBHS Counseling Website; generate and update website materials, documents, calendars, newsletters, and forms
- Establish and maintain numerical, alphabetical, and subject matter files, which may contain highly sensitive and privileged material
- Receive, screen, sort, and route mail; compose replies or handle correspondence independently, as directed
- Prepare input data for a computerized record management, storage, and retrieval system, and utilize the output reports

OTHER REPRESENTATIVE DUTIES:

- Engage in cross-training on office functions and demonstrate the use of knowledge to support office needs
- Participates in job-related or District training as required
- Other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Appropriate English usage, spelling, grammar, punctuation, and mathematical concepts
- Modern office methods, practices, and procedures, including filing systems, receptionist and telephone techniques, business forms, letter and report writing, proofreading, and office equipment operation
- Use of the internet, file transfers, downloading, and uploading data from websites;
- Record storage, retrieval, and management systems
- School organization, functions, policies, rules, and regulations

Ability to:

- Perform complex and technical clerical work requiring accuracy and attention to detail
- Prepare clear and concise reports
- Accurately interpret legal mandates, District policies, rules, and regulations, and apply them to a variety of operational procedures
- Understand and carry out oral and written directions
- Establish and maintain cooperative working relationships
- Deal effectively with a wide variety of personalities and situations requiring diplomacy, friendliness, poise, and firmness
- Work confidentially with discretion

MINIMUM QUALIFICATIONS:

Experience:

Two years of responsible and technical clerical experience, including experience in organizing and coordinating clerical functions.

Education:

Equivalent to the completion of the twelfth grade, including coursework or training in business practices, automated record management, storage, and retrieval systems, and other related functional areas.

LICENSES AND OTHER REQUIREMENTS:

Willingness to acquire valid CPR and First Aid certifications issued by an authorized agency.

Personal Qualities:

- Independent worker
- Maturity and good judgment
- Professional appearance
- Willingness to assume a wide range of responsibilities
- Willingness to continuously improve
- Pleasant interpersonal skills
- Good organizational skills
- Commitment to professional courtesy
- Commitment to professional responsibility
- High intrinsic motivation

WORKING CONDITIONS:

Environment:

- Indoor office environment

- Constant interruptions

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. While performing the duties of this job, the employee is required to demonstrate:

- Ability to frequently stand, sit, reach, grasp, stoop, bend, twist, kneel, squat, and twist
- Ability to frequently lift, push, pull, and/or move up to 15 pounds, occasionally move or lift up to 25 pounds, and occasionally move or lift up to 50 pounds with assistance.
- Ability to see for the purposes of reading instructional materials, documents, and other printed matter, for observing students, and for the safe operation of equipment
- Ability to hear and understand speech at normal levels in person or on the telephone
- Ability to communicate so others will be able to clearly understand a normal conversation
- Ability to operate office equipment with dexterity in a safe and efficient manner

Operation of Vehicles, Machinery, and Equipment Requirements:

- Ability to travel to a variety of locations within a reasonable time frame
- Must be able to operate office, multimedia, and computer equipment

Mental and Emotional Requirements:

- Ability to understand and follow oral and written directions
- Ability to work independently with little direction
- Ability to concentrate to meet numerous deadlines
- Ability to establish and maintain effective working relationships with others
- Ability to make independent decisions to respond to numerous requests, deadlines, and to prioritize assignments
- Ability to exchange information
- Ability to learn the procedures, functions, and limitations of assigned duties

SPECIAL REQUIREMENTS:

Applicants must successfully pass the skill test administered by the District and speak, read, and write in English.