

**CLASS SPECIFICATION
School Office Assistant II**

GENERAL PURPOSE

Under general supervision, verifies, documents, maintains and distributes specialized records and reports pertaining to student enrollment and attendance for an assigned school; performs a wide variety of responsible and specialized clerical support functions at middle schools; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

School Office Assistant II's are responsible for performing a variety of difficult, specialized clerical and office support functions at a middle school related to school enrollment, student records and tracking and reporting of school attendance that requires a detailed knowledge of applicable laws, codes, terminology, procedures and practices. Work requires a high degree of interaction with parents and students, often in an emotionally charged environment. Because duties at middle schools involve constant work on student cums and there is limited time between to complete projects, thus increasing challenges of work completion. Incumbents are expected to carry out assigned duties with a significant degree of attention to detail, independence and accountability for results.

School Office Assistant II is distinguished from School Office Assistant I in that incumbents in the former class perform more difficult and specialized clerical, office support, attendance and records management functions at middle schools. Assigned work requires the use of judgment in selecting appropriate procedures and solving routine to non-routine problems based on knowledge gained through experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class. There will typically be an assigned schedule for these duties.

1. Researches, compiles, enters and verifies information for and develops, reviews, completes and maintains records and daily, weekly and monthly reports pertaining to student attendance, enrollment and other assigned matters; registers and enrolls new students, ensuring enrollment packet information is accurate and complete; schedules students for CELDT testing; processes student drops and transfers; prepares attendance packets; verifies authorizing signatures and issues late slips and passes; verifies student emergency information when releasing students; prepares attendance rosters for faculty use; prepares perfect attendance and student of the month certificates and purchases, obtains donations for and distributes attendance incentives to students.
2. Regularly interacts with faculty, students, parents, service agencies, school administrators and District officials; contacts parents or guardians via telephone or by sending written correspondence to notify them of or make inquiries regarding excused and unexcused absences; provides referrals, information, interpretation and assistance to parents and students with routine to moderately difficult attendance-related inquiries or complaints and notifies supervisor of inquiries and complaints outside scope of knowledge or authority; prepares ADA reports; monitors attendance for Cal Works students and prepares required reports regarding absences; prepares and distributes letters to parents and students regarding school events; notifies program staff and administrators of excessive absences; notifies parents of student discipline and assists in transporting suspended students.

3. Prepares, maintains, reviews and updates student cum and emergency records; enters vital information into the student record system; requests and reviews student cums from previous schools; prepares cum records to be sent with student transfers; follows up to obtain missing information; participates in the opening and closing of student records, including moving cums to the next grade level, new teachers or new schools; pulls student records and attendance reports for parent meetings and for faculty use.
4. Collects and compiles student information, prepares or generates statistical and program reports and completes required federal, state, local and District forms, reports and records; monitors and assists in administering assigned school and District programs, including enrolling students as appropriate; upon approval, distributes reports and documentation to appropriate sources.
5. Types, formats, revises, prints and distributes newsletters, correspondence, memoranda, calendars, bulletins, purchase orders, requests, forms, lists, reports and other documents; types from rough notes, drafts, and brief oral instructions; composes routine correspondence; enters and revises data in databases and generates reports; opens, screens and distributes office mail; sends and receives faxes; prepares mailings; copies various documents and materials; maintains teachers' photocopy records and tallies; prepares and distributes printing orders; distributes and posts flyers; makes phone calls on behalf of faculty and administrators.
6. Answers telephone calls; takes and distributes messages; greets and responds to parent and visitor questions and complaints; refers questions and complaints to appropriate staff, when necessary; answers written inquiries for standard information; provides translations for non-English speaking visitors; translates parent information and home notices and provides translation for parent meetings; requests office and equipment repairs.
7. Maintains office files and records; creates new files and folders; retrieves, duplicates and distributes copies of reports, forms, records and documents; deletes and purges closed files.
8. Orders and keeps inventory of office and classroom supplies and materials; maintains records and balances for faculty supply budgets.

OTHER DUTIES

1. Administers first aid to students in the absence of the school nurse and health assistant.
2. Assists in monitoring students during nutrition breaks and rainy day activities and in classrooms as needed; supervises children in the office who are being disciplined, left after school and returned by District buses.
3. May maintain categorical, student body and faculty budgets and petty cash funds; prepares requisitions and deposits; monitors expenditures.
4. May organize and issue state testing materials to teachers.
5. May provide assistance to library staff; receives orders for new materials and books; receives and barcodes new textbooks and materials; reorganizes and re-shelves library books; checks in and out resources materials and items to teachers; enters new students in the library system; schedules media usage for classes; fixes and troubleshoots media equipment problems and arranges for repair of media equipment; contacts and secures outside repair services for repair of District media equipment.
6. May assist in creating new classes in the District system.
7. May coordinate school assemblies; prepares for assembly information for faculty; coordinates preparation of certificate packets for assemblies and notifies parents.
8. Makes transportation reservations for field trips.

9. Assists in locating lost students, including contacting the student's teacher, making phone calls to class mates and notifying authorities.

QUALIFICATIONS

Knowledge of:

1. State and local regulations and District policies and practices pertaining to student attendance and the enforcement of attendance policies.
2. Basic communication methods and techniques, including telephone techniques and etiquette.
3. Various cultures and traditions of students served by school.
4. Office administration practices and procedures.
5. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
6. District organization, functions, rules, policies and procedures applicable to school office operations.
7. Uses and operations of a computer and standard business software including word processing and spreadsheets.
8. Records management, record keeping, filing and basic purchasing practices and procedures.

Ability to:

1. Operate a computer terminal and computer using word processing, spreadsheet and other business software.
2. Operate other standard office equipment.
3. Type and perform highly detailed data entry with the speed and accuracy necessary to meet the requirements of the position.
4. Type accurately at 40 WPM.
5. Read, interpret, apply and explain applicable rules, regulations, policies and procedures.
6. Organize, set priorities and exercise sound judgment within areas of responsibility.
7. Interpret, apply and reach sound decisions in accordance with District and department policies and procedures.
8. Appropriately and accurately complete a wide variety of forms and reports.
9. Organize and maintain office and specialized files.
10. Compose routine correspondence from brief instructions.
11. Communicate clearly and effectively, orally and in writing.
12. Understand and follow written and oral instructions.
13. Prepare clear, accurate and concise records and standard correspondence.
14. Use tact, discretion and courtesy in dealing with sensitive situations and individuals.
15. Establish and maintain effective working relationships with District administrators, staff, students, parents, the public and others encountered in the course of work.

Education, Training and Experience:

Graduation from high school or G.E.D. equivalent and three years of increasingly responsible office administrative or secretarial experience, including at least one year experience in a school office; or some combination of education, training and experience that produces the requisite knowledge and ability.

Licenses; Certificates; Special Requirements:

Upon acceptance of the District's offer of employment, new hires may be required to complete a baseline physical examination prior to the first day of employment.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to walk and stand; and lift up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent work with frequent interruptions; work under intensive deadlines; and interact with District administration, faculty, staff, parents, students, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in a school office, and the noise level can be occasionally loud.

Board Approval 10/2/2008