

Sunnyvale School District
Position Title: District Office Assistant

Work days/month: 261 days / 12 months

Salary: Range 29 (<https://www.sesd.org/Page/719>)

Basic Functions:

Under the direction of the assigned supervisor, greet, screen, and direct all visitors in English or Spanish as the District Office Receptionist. Operate a multi-line telephone system at the District Office. Verify and maintain residency records. Provide registration support at the District Office. This is a highly visible position with frequent public contact.

Essential Duties & Responsibilities:

1. Operate a multi-line telephone system, directing calls to appropriate personnel; receive and transmit messages; route voicemail messages; provide general information to callers as needed.
2. Communicate with parents/guardians and outside agencies regarding boundary and attendance issues. Provide information to school sites concerning student enrollment, attendance, and district boundaries. Maintain registration information on the District website.
3. Assist parents with Affidavits of Residency and address changes, and maintain a database of Affidavits.
4. Receive, sort and distribute incoming mail and correspondence for the District Office as needed.
5. Perform general clerical support duties including data entry, filing, duplicating, assembling and distributing a variety of materials including letters and memoranda.
6. Provide written or verbal Spanish translation as needed for the district. Generate letters, reports, memoranda, records, forms and other materials from straight copy, rough drafts or verbal instructions, including materials of a confidential nature.
7. Provide registration back up and assistance support at the District Office, including assisting with open enrollment and summer registration.
8. Maintain a calendar of appointments and meetings for the District Office meeting rooms; direct visitors to appropriate locations.
9. Operate a variety of office equipment including, but not limited to; a computer, copier, fax machine, postage meter, calculator and printer.
10. Operate a computer and utilize the District student information system and other software related to the position.
11. Order and maintain various forms, supplies and equipment as necessary; maintain a variety of complex files.
12. Maintain lobby area and Board Room in a clean and orderly condition; organize and update bulletin board; post flyers as needed.
13. Provide a wide variety of clerical support to District Departments as assigned.
14. Perform related duties as assigned.
15. Maintain confidentiality and comply with governmental laws and regulations, as well as District policies and procedures.
16. Assure the safety of students by following health protocols and safety rules.
17. Perform other related duties as requested by the supervisor.

Knowledge:

1. Operation of a multi-line telephone system.
2. Record-keeping techniques, filing systems and information management.
3. Modern office practices and procedures
4. Correct English, grammar, punctuation, spelling and vocabulary.
5. Verbal and written communication skills.
6. Strong interpersonal and communication skills to foster positive relationships with students, staff, and community.
7. Basic computer skills including email and district software and applications.

Abilities:

1. Answer telephones and greet the public courteously.
2. Read, interpret, apply and explain District rules, regulations, policies and procedures.
3. Provide information, directions and assistance.
4. Establish and maintain a variety of filing systems.

5. Communicate professionally and clearly both verbally and in writing.
6. Work cooperatively with diverse staff, students, and community.
7. Follow verbal and written instructions with minimal supervision and use good judgment.
8. Organize and prioritize work to meet schedules and timelines within established policies and guidelines.
9. Operate a variety of office equipment, such as a computer, copier, two-way radio, or other equipment unique to office activities.

Education and Experience:

- Possess a high school diploma.
- Clerical experience preferred
- Bilingual/Biliterate; Spanish required.

Required Licenses & Certificates:

1. Fingerprint clearance from the Department of Justice and Federal Bureau of Investigation.

Working Conditions:

1. Environment:

- Office environment.
- Constant interruptions.
- Must be able to function in an office environment engaged in work of primarily a sedentary nature
- Occasional interaction with emotional, dissatisfied, or demanding individuals.

2. Physical Requirements:

1. Visual acuity to read a variety of materials in both print and digital formats.
2. Auditory ability to exchange information.
3. Sitting/standing for extended periods
4. Dexterity of hands and fingers to operate a computer keyboard and other office equipment.
5. Kneeling, bending at the waist, and reaching overhead, above the shoulders, and horizontally, to retrieve and store files and supplies.
6. Lifting, carrying, pushing, or pulling moderately heavy objects, up to 25 pounds.

3. Hazards:

- Contact with dissatisfied individuals.
- Potential for contact with blood and other body fluids.

Terms of Employment:

- Salary and terms of employment are described in the Agreement between the Sunnyvale School District and the California School Employees Association (CSEA).

Evaluation:

- The performance of this job will be evaluated in accordance with the Agreement between the Sunnyvale School District and the California School Employees Association (CSEA).