

## SUNNYVALE SCHOOL DISTRICT

November 2015

### **CLASS TITLE: DISTRICT OFFICE ASSISTANT**

#### **BASIC FUNCTION:**

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. Provide a wide variety of clerical support to all District Departments and school sites. This is a highly visible position with frequent public contact.

#### **ESSENTIAL DUTIES:**

Operate a multi-line telephone system, directing calls to appropriate personnel; receive and transmit messages; route voice mail messages; provide general information to callers as needed.

Communicate with parents/guardians and outside agencies regarding boundary and attendance issues. Provide information to school sites concerning student enrollment, attendance, and district boundaries.

Assist parents with Affidavits of Residency, Caregiver and Homeless Affidavits, Interdistrict, and Intradistrict transfer requests in English or Spanish.

Receive, sort and distribute incoming mail and correspondence for the District as needed.

Assist with data entry needs. Maintain databases for all school sites and district office of transfers and affidavits for reports to district staff, parents, home teachers, and outside agencies as requested. Be responsible for tracking missing documentation to complete enrollment/registration requirements for various school sites within a specified time frame.

Perform general clerical support duties including filing, duplicating, assembling and distributing a variety of materials including letters, memoranda.

Provide written or verbal Spanish translation as needed for the district. Type letters, reports, memoranda, records, forms and other materials from straight copy, rough drafts or oral instructions, including materials of a confidential nature.

Prepare Kindergarten registration packets for all school sites. Provide registration back up and assistance at the District Office.

Maintain calendar of appointments and meetings for the District office meeting rooms; prepare and distribute monthly schedule to appropriate parties.

Operate a variety of office equipment including, but not limited to; a copier, typewriter, fax machine, postage meter, calculator and printer.

Operate a computer and peripheral equipment to record information and generate lists, reports and other materials; utilize word processing data based program and other software as required.

Order and maintain various forms, supplies and equipment as necessary; maintain a variety of complex files; assure confidentiality of information and records.

Maintain lobby area and Board Room in a clean and orderly condition; organize and update bulletin board; post flyers as needed.

Assist with summer registration.

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Operation of a multi-line telephone system.

Telephone techniques and etiquette.

Interpersonal skills using tact, patience and diplomacy.

Record-keeping techniques, filing systems and information management.

Modern office practices, procedures and equipment.

Operation of office equipment including a computer terminal and specific software.

Software applications including Microsoft Word, Excel, Power Point, Student Tracking Information System and e-mail functions.

Correct English usage, grammar, punctuation, spelling and vocabulary.

Oral and written communication skills.

**ABILITY TO:**

Answer telephones and greet the public courteously.

Read, interpret, apply and explain District rules, regulations, policies and procedures.

Provide information, directions and assistance.

Receive, sort and distribute mail.

Perform varied and complex secretarial and clerical support duties.

Assure efficient and timely completion of office and program projects and activities.

Type at a minimum of 50 words per minute from clear copy.

Operate a variety of office equipment including a computer terminal and specific software.

Utilize word processing and other computer software.

Compose materials independently or from oral instructions.

Establish and maintain a variety of filing systems.

Understand and follow oral and written directions.

Add, subtract, multiply and divide quickly and accurately.

Meet schedules and timelines.

Work confidentially with discretion.

Complete work with many interruptions; manage multiple tasks.

Communicate effectively both orally and in writing.

Work independently with little or no direction.

Establish and maintain cooperative and effective working relationships with others.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school and one year of general clerical experience involving high public contact.

Bilingual/Biliterate; Spanish required.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

Constant interruptions.

**PHYSICAL DEMANDS:**

Hearing and speaking to exchange information in person or on the telephone.

Dexterity of hands and fingers to operate a computer keyboard.

Sitting for extended periods of time.

Seeing to read a variety of materials.

Bending at the waist, kneeling or crouching to file materials.

**TERMS OF**

**EMPLOYMENT:** Salary and terms of employment are described in the Agreement between Sunnyvale School District and California School Employees Association.

**EVALUATION:** Performance of this job will be evaluated in accordance with the Agreement between the Sunnyvale School District and California School Employees Association.