



### **Classification Summary**

1. Performs the work of receptionist, information dispensation, and general problem resolution for a diverse group of students, parents, teachers, clerical staff and public.
2. The position maintains a broad spectrum of knowledge regarding all school activities, policies and procedures and uses extensive public relations and communication skills in responding to inquiries and assisting in the application of established administrative procedures.

### **Distinguishing Characteristics**

The position is distinguished from other clerical employees within the school organizational framework by the need for highly developed interpersonal skills and capacity to discern solutions or methods of accomplishments for areas in question.

As the position is primarily accountable to answer questions and assist staff, students and public, the clerical and secretarial duties of the job are secondary in importance and liable to frequent interruption.

### **Supervisory Relationships**

1. The position reports to the school principal.
2. The position may assign and review work of clerical staff, student aids, and parent volunteers, but is not directly responsible for performance evaluations or employee hire and termination.

### **Examples of Duties**

1. Answer approximately 100-200 telephone calls daily and either respond to inquires or route calls to the appropriate persons for further assistance.
2. Perform duties of personal receptionist for approximately 75 visitors daily; screen, assist when possible, or notify third party of visit; document time, location and purpose of visit.
3. Greet and orient substitute teachers; provide with needed supplies. Document teacher absence and substitution. Type and process teacher leave requests and submit substitute requests.
4. Organize and train student aides to assist in the operation of the front office.
5. Substitute in the Finance Office when the Finance Clerk is absent. Dispense supplies and manage petty cash.
6. Administer locker assignment, renewal and return program. Assist students in situations when lockers are jammed or combinations are forgotten.
7. Order, receive, distribute, store and inventory school supplies.
8. Receive and distribute U.S. and in-district mail.
9. Type or word-process charts, calendars, schedules, lists, certificates, handbooks, programs, and other documents as requested.
10. Compile information and prepare announcements, newsletters, weekly calendars and other memorandum.
11. Schedule or administer programs such as van usage, sale of supplies, stamps and sundries from the school student store, student registration or the distribution of graduation caps, gowns and commencement tickets.
12. Make announcements on the public address system. Operate bell system on occasions when automatic timer fails.
13. Sell tickets, receipt cash, and make deposits of revenues from athletic events, music recitals, drama productions, and other school activities. Assist in the scheduling of these events and notification of participants and public in cases of postponement or cancellation.
14. Collect, alphabetize and mail approximately 400 progress reports every three weeks.
15. Type and route print orders.
16. Inventory all typewriters, duplicators, adding machines, and other office machinery; document transfers, additions and deletions; type purchase orders for summer maintenance.
17. Assign mail boxes for teachers, staff, ASB officers and volunteers.
18. Compile and maintain records of a variety of data such as parking permits and school and staff information.
19. Receive and distribute messages for the student body.

20. Process requests for student homework in cases of long-term illness. Complete a request form for each teacher, gather assignments and route to student.
21. File documents, maintain filing system and update as necessary.
22. Respond to inquiries for athletic-related information in the absence of the Athletic Director.

**Required Knowledge, Skills and Abilities**

1. Demonstrated competence in use of typewriter, thermofax, calculator, word processor, photocopier, collator, and mimeograph.
2. Sufficient mechanical ability to diagnose office machine malfunctions.
3. Knowledge of district operations, personnel, geography and organization.
4. Knowledge of district and school policies and procedures.
5. Ability to prioritize work.
6. Ability to communicate diplomatically, effectively and for sustained periods of time with a variety of people. Ability to remain calm in emergency situations.
7. Ability to work well under pressure of simultaneous demands and interruptions.

**Minimum Qualifications for Class Entry**

1. High school graduation or equivalent.
2. Three years of education or experience in clerical or secretarial functions with an emphasis on public relations, one year of which has been spent in employment at the District.

**Work Environment**

Works in a senior high school setting.