



# Sequoia Union High School District

## Job Description

<b>JOB TITLE:</b>	<b>District Receptionist/Residency Verification Clerk</b>
<b>REPORTS TO:</b>	
<b>CLASSIFICATION:</b>	Classified
<b>SALARY SCHEDULE:</b>	12.0
<b>WORK - YEAR / HOURS:</b>	11, 12 months / 7.5 hours
<b>LOCATION:</b>	Various
<b>BOARD APPROVAL:</b>	6/28/06

### DEFINITION

Under the direction of the Director of Enrollment, Registration and Personnel, to serve as district office central receptionist and telephone operator; to process incoming and outgoing mail; to provide clerical support for residency verification and 8<sup>th</sup> grade registration; to perform various clerical duties; and to perform related work as assigned.

### DISTINGUISHING CHARACTERISTICS

Incumbents of this classification work independently within established policies and procedures to provide reception, telephone, and clerical services for the district office.

### EXAMPLES OF DUTIES

- Operates computerized telephone console to receive and route incoming calls; takes and transmits messages;
- Assists callers by providing routine information regarding district policies, procedures, and operations and/or referring callers to appropriate sources;
- Greets visitors, determines their needs and directs them as appropriate;
- Distributes prepared factual information to callers or visitors;
- Receives, sorts and distributes incoming mail and packages; prepares and posts outgoing mail and parcels; keeps mail-related records and logs; purchases postage; and performs related mail clerk duties;
- Performs assigned clerical tasks such as sending and receiving facsimile transmissions; sorting, assembling or otherwise preparing materials; typing; filing; and related duties similar in scope and function;
- Orders office supplies and keeps supply cabinets stocked;
- Trains relief and substitute telephone operators;
- Operates a variety of office equipment and performs related clerical tasks in support of assigned functions.
- Receives and distributes residency verification forms and explains procedures to parents/guardians.
- Assists the District and Site Administrators in processing residency verification

information.

- Enters residency verification status and change of addresses into the SASI system.
- Maintains residency verification files.
- Assists in the collation and distribution of registration materials.
- Reviews returned mail to resolve incorrect address issues.
- Assists in the revision of documents as needed.

## **QUALIFICATIONS**

### Knowledge of:

- Proper telephone and reception techniques and etiquette.
- General clerical office practices and procedures, including operation of common office equipment.
- Use of Microsoft Word and Excel.

### Skill in:

- Projecting a positive, professional image by phone and in person.
- Interacting effectively with a diverse public.
- Operating a computerized telephone console efficiently.
- Making accurate decisions and using sound judgment within the framework of policies, procedures and guidelines.
- Performing a variety of routine clerical work and operating standard office equipment with speed and accuracy.
- Establishing and maintaining effective working relationships with those contacted in the course of work.
- Reading and writing at a level sufficient for successful performance of required duties.
- Interpreting and applying relevant laws, rules, policies and other guidelines.
- Word processing and data entry.
- Maintaining a high level of integrity and discretion in communicating with colleagues and the public.

### Abilities:

- Flexibility is required to independently work with others in a wide variety of circumstances.
- Ability to work with a significant diversity of individuals and/or groups.
- Ability to communicate with persons of varied educational and cultural backgrounds
- Ability to deal with frequent interruptions.

A typical way of acquiring the required knowledge, skills and abilities might be:

Equivalent to graduation from high school and six months to one year of related clerical experience which has included modern telephone operation.

## **PHYSICAL REQUIREMENTS**

The physical abilities required of this classification may include the following:

- Vision which can be corrected to a level sufficient to successfully read hand-written, typed and computer-generated information and data.
- Hearing and speech ability sufficient to enable communication by telephone and in person.
- Manual dexterity sufficient to use standard office equipment and supplies and to manipulate both single sheets of paper and large document holders (binders, manuals, etc.).
- Physical ability to sit or otherwise remain stationary at work post for long periods of time.
- Physical ability to reach, bend, stoop, lift, carry, push/pull and grasp in order to file and retrieve materials.

May also require significant fine finger dexterity.

Ability to sit, walk and stand in order to perform essential functions of the job.



# Sequoia Union High School District

## Job Description

<b>JOB TITLE:</b>	<b>Senior Office Assistant</b>
<b>REPORTS TO:</b>	
<b>CLASSIFICATION:</b>	Classified
<b>SALARY SCHEDULE:</b>	12.0
<b>WORK - YEAR / HOURS:</b>	9, 10, 11, 12 months / 7.5 hours
<b>LOCATION:</b>	Various
<b>BOARD APPROVAL:</b>	11/5/1997

### DEFINITION

Under general supervision, to perform a variety of the more difficult, complex or specialized clerical office duties within a program area to include typing/word processing, filing, data entry and retrieval, document preparation and review, reception, recordkeeping and reporting, and/or specialized processing related to the department to which assigned; may provide lead direction and training to other support staff; and to perform related work as assigned.

### DISTINGUISHING CHARACTERISTICS

This is an advanced journey-level class encompassing a wide variety of clerical assignments. Incumbents may work in a school or district office setting and may perform either a variety of general office work or a more narrow range of specialized duties. Although specific tasks vary according to assignment, all positions are characterized by the performance of the more complex or technical clerical duties requiring specialized knowledge and skills, and the exercise of a high degree of independent judgment. Incumbents may possess sufficient specialized knowledge to function as an advisor to higher-level classes on program practices or procedures, and/or to provide lead direction and training to other support staff.

This class is distinguished from the classes of Secretary and School Secretary in that the latter two classes provide secretarial and administrative support to a district-wide or school administrator, respectively. Although the Senior Office Assistant may perform some secretarial duties, the preponderance of duties involves general clerical and specialized program support tasks.

### EXAMPLES OF DUTIES

- Plans, schedules and performs a variety of complex clerical work related to the specialized function to which assigned; processes forms, applications or procedures and/or conducts transactions requiring detailed sub professional knowledge of the unit's functions, rules, procedures, policies, precedents and activities;
- Researches and assembles information from various sources and prepares/types/word processes forms, reports, correspondence, records, resource and presentation

materials, notices, bulletins, and other materials related to assigned area; reviews documents and materials for accuracy, completeness and conformance to standards and requirements;

- Serves as receptionist to students, faculty, business callers and the general public; answers inquiries and provides information and assistance requiring specialized knowledge and discretion; may operate telephone console;
- May conduct and score tests and interviews, or perform other program-specific procedures and transactions; keeps detailed records and takes necessary follow-up actions;
- May provide lead direction, training, and work review to other clerical employees; may serve as primary reference for program area;
- Receives and replies to oral and written requests for information, often of a specialized or sensitive nature, requiring the use of discretion and judgment in explaining program and/or District policies, procedures, regulations, functions and activities;
- Establishes, organizes and maintains filing and recordkeeping systems;
- May schedule appointments and meetings and maintain calendars;
- Compiles, enters, and retrieves data from computer systems; generates and completes reports and forms;
- Receives sorts and distributes incoming and outgoing mail; orders office supplies; collects fees and issues receipts; operates standard office equipment; and performs related clerical tasks.

## **QUALIFICATIONS**

### Knowledge of:

- Proper office methods and practices, including correspondence, recordkeeping, telephone techniques, filing systems, and operation of common office equipment and computer hardware and software.
- Procedures, processes and activities of the program area to which assigned.
- Proper English usage, grammar, punctuation, vocabulary and spelling.

### Skill in:

- Working independently to perform a variety of complex clerical work with speed and accuracy.
- Interacting effectively with a diverse public and district staff.
- Accurately typing/word processing at a rate of 45 words per minute.
- Compiling, organizing, composing, maintaining, and disseminating a variety of information, reports, correspondence and records.
- Clearly and correctly writing, reading and speaking in English.
- Analyzing situations and applying policies, procedures, regulations and practices to effect appropriate actions.
- Organizing, coordinating and prioritizing work activities.
- Operating standard office equipment including computers.
- Establishing and maintaining effective working relationships with those contacted in the course of work.

- Interpreting and applying relevant laws, policies and other guidelines associated with assigned functional area(s).

A typical way of acquiring the required knowledge, skills and abilities might be:

Equivalent to graduation from high school, and two years of clerical experience, at least one of which was equivalent to an Office Assistant.

#### **PHYSICAL REQUIREMENTS**

The physical abilities required of this classification may include the following:

Vision which can be corrected to a level sufficient to successfully read hand-written, typed and computer-generated information and data, as well as computer terminal displays.

Hearing and speech ability sufficient to enable communication by telephone and in person.

Manual dexterity sufficient to use standard office equipment and supplies and to manipulate both single sheets of paper and large document holders (binders, manuals, etc.).

Physical ability to reach, bend and grasp in order to file and retrieve materials.

Physical ability to sit or otherwise remain stationary at work post for long periods.

#### **OTHER REQUIREMENTS**

May require a valid California Driver License, and willingness and ability to travel to various sites within the Bay Area.

Some positions may require the ability to speak, read and write in a language other than English.

