



BILINGUAL OFFICE ASSISTANT

DEFINITION

Under supervision, to perform a variety of clerical work of average difficulty; to operate a typewriter and/or computer; to have a high level of public contact; and to perform related work as required.

CLASS CHARACTERISTICS

Positions assigned to these classes are at an entry and working level in the administrative support series. Positions assigned to a school office are allocated to the class of School Office Assistant. Positions assigned to centralized services are assigned to the Office Assistant class. Incumbents enter with general office skills and learn the functions of a school office on-the-job. Positions in this class perform a variety of well-defined and often repetitive tasks which are normally a part of a larger function, such as making telephone calls to verify student absences, duplicating materials, filing notes in teacher envelopes, assisting parents to complete registration paperwork.

Incumbents often perform the manual processing of documents and files in preparation for or following entry into automated systems. Positions in this class are differentiated from the higher level class of School Office Specialist, in part, by the responsibility at the higher level to perform the complete function (including database entry, maintenance and report generation) and to have ongoing responsibility for a significant set of school student services records. Bilingual Office Assistant positions require an employee who is certified as bilingual and/or bi-literate in one or more designated languages, in addition to English.

Incumbents may be employed in this class for training preparatory to entry into the School Office Specialist and Office Specialist class. In such instances, the trainee is expected to gain the skill and knowledge necessary to perform the responsibilities of the School Office Specialist/Office Specialist within a twelve to eighteen month training period. Successful completion of the training may be a condition of continued employment. Some positions may be allocated to one of these classes on a permanent basis as support to other administrative support personnel.

EXAMPLES OF DUTIES

The tasks listed in this section are representative of duties assigned to positions in this class. This List is not intended to be an exhaustive list of all the tasks assigned to positions in the class, and it is not expected that all of the tasks listed are necessarily assigned to all positions in the class.

Answer telephones, take messages and provide routine information; transmit messages to staff and students. Assist the public in person, answer routine questions. Monitor student use of telephones.

Monitor children sent to the office by teachers.

Keyboard letters, memos, reports, forms, bulletins, lists, rolodex cards, labels and similar documents.

Enter routine data into a computer terminal/microcomputer; retrieve and send e-mail. Proofread text for accuracy.

Prepare Independent Study forms, obtain necessary signatures, collect student work, assemble documentation of independent study, and file material for audit.

Sell bus tickets, collect money, and record sales on ticket sale form. Sell scrip to parents.

Receive and record absence reporting and verify calls from parents; code absences; contact parents to clear and verify absences; verify notes on file and parent contacts with teacher roll book entries; prepare cumulative record files for students; request records from previous school attended; send student records of outgoing students to new school, upon request. Match documents such as purchase requisitions and receiving documents to purchase orders. File information into established files in alphabetical and/or numerical order.

File emergency cards, disaster cards, physical exam reports, immunization cards, test information, student information and other documents. Record immunization dates on permanent record card and computer.

Assist parents to register children for school; assemble and distribute registration packets, give inter- and intra-district transfer forms to parents upon request.

Translate and interpret for non-English speaking students and parents; translate and interpret for school site staff.

Operate office equipment such as photocopier, laminator, calculator, computer and keyboard, typewriter, and related equipment; perform key operator functions.

Assist nurses with vision and hearing screening.

Attend to ill and injured students; administer medication in accordance with District policy and Procedure; contact parents to report illness and injury; check for head lice; administer basic first aid; call paramedic and nurse in emergencies.

Receive, sort, and distribute mail.

Receive and store instructional and office supplies.

Translate and interpret for staff, administrators, and parents (some positions).

Participate in District-mandated training and retraining programs.

Perform related work as assigned.

LICENSE REQUIRED

Possession of a valid First Aid and CPR Certificate (may be required)

QUALIFICATIONS

Knowledge of:

Standard office methods and procedures.

Basic telephone and public relations techniques.

Modern office machine operation.

Basic mathematics.

Record keeping.

Basic first aid. (some positions)

Basic computer terminal/microcomputer operation, word processing and record processing.

English usage, grammar, punctuation, and spelling.

Correct pronunciation, word usage, spelling, grammar, and punctuation of a second language designated by the District.

Ability to:

Sort, classify, and compare information.

File materials in alphabetical, numerical, and subject order.

Speak tactfully and courteously with staff and public.

Retain and recall information and relay messages accurately.

Maintain simple records.

Operate a computer terminal to perform standard record processing and to enter data.

Operate a typewriter-style keyboard accurately at a speed of not less than 30 words per minute.

Operate modern office equipment.

Learn pertinent procedures and functions quickly and apply them without immediate supervision.

Write legibly.

Understand and carry out oral and written instructions.

Establish and maintain effective relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination of training, education, and experience which demonstrates possession of the Knowledge and abilities stated above, and the ability to perform the duties of the position. A typical qualifying entrance background is one year of general clerical experience, preferably in an automated office environment. Course work or formal training in office automation practices, text processing, and databases is desirable.

PHYSICAL ABILITIES AND WORKING CONDITIONS OF CONTINUED EMPLOYMENT

The Physical Abilities and Other Conditions of Continued Employment and the Associated Tasks listed in this section are representative of, but are not intended to provide an exhaustive list of Physical Abilities and Other Conditions of Continued Employment and Associated Tasks which may be required of positions in this class. Sulphur Springs School District encourages persons with disabilities who are interested in employment in this class and need reasonable accommodation of those disabilities to contact the Personnel Department for further information.

PHYSICAL DEMANDS ASSOCIATED TASKS

Vision: (which may be corrected)

Read small print
See small objects at a distance of 2'

To Perform Tasks Such As To:

Create and maintain files
Read computer screen

Hearing: (which may be corrected)

Understand speech over a telephone
Tolerate exposure to noisy conditions

To Perform Tasks Such As To:

Answer telephones
Work in a school office

Speech:

Speak with a level of proficiency and volume to be understood over a telephone and in face-to-face public contacts

To Perform Tasks Such As To:

Answer questions and transmit information to students, staff, parents, and others

Upper Body Mobility:

Use hands and fingers to feel, grasp, and manipulate small objects, manipulate fingers, twist and bend hands at wrist and elbow

To Perform Tasks Such As To:

Use a microcomputer and/or typewriter to word process and enter data; to hand out and receive forms

Turn, raise, and lower head

Twist and bend at torso

Look at work on desktop and computer

File and retrieve student records

Strength:

To lift, push, pull and/or carry objects which weigh as much as 5 pounds on a frequent basis

To Perform Tasks Such As To:

File and retrieve student records

Environmental Requirements:

Constant work interruptions

To Perform Tasks Such As To:

Answer telephone, serve students, staff, and visitors

The Sulphur Springs School District is an equal opportunity employer and does not discriminate on the basis of age, ethnicity, race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, or sexual orientation.

Board Approved: 01/17/2024