



Sulphur Springs Union School District

Serving Grades - K – 6



27000 Weyerhaeuser Way, Santa Clarita, CA 91351 661-252-5131 www.sssd.k12.ca.us

Canyon Springs Community School
Leona Cox Community School
Pinetree Community School

Fair Oaks Ranch Community School
Mint Canyon Community School
Sulphur Springs Community School

Golden Oak Community School
Mitchell Community School
Valley View Community School

OFFICE SPECIALIST

DEFINITION

Under general supervision, to perform a variety of customer service, records maintenance and administrative support tasks of above average difficulty; to use specialized software and standard office technology at a skilled level; to have a high level of public contact; and to perform related work as required.

CLASS CHARACTERISTICS

Positions in this class work as a member of an office team performing specialized record keeping, and varied administrative support work of above average difficulty. Records preparation and maintenance involves primary responsibility for a specialized program or function. Office Specialist assignments require a full working level understanding of the records maintained and the specialized automated database software programs used in the work. Incumbents at this level have functional responsibility for the specialized services and records maintained, the preparation of reports from the records, and are expected to be an authoritative source of information in their area(s) of specialization. After initial training and the achievement of proficiency, incumbents perform assigned work with considerable independence, referring matters which do not fit within established procedural guidelines to the office professional or an administrator. The position in this class assigned to dispatch substitute teachers works a split shift to call employees during early morning and evening hours. Work may be performed in a home office using equipment provided by the District. Incumbents must use initiative and good judgment to communicate with regular and substitute teaching staff, to properly cover absences, and to report to schools on a timely basis. Some positions in this class are designated confidential under the provisions of the EERA. "Confidential" incumbents are required to maintain the strict confidentiality of information related to the District's employer/employee relations activities.

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 of 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.

Prepare, process, and maintain specialized records using automated and manual record keeping techniques; plan and layout work to meet established timelines and standards; check, verify, resolve discrepancies, and prepare for input documents submitted by staff and parents; enter data into computer terminal/microcomputer using specialized databases and other applications software; prepare a variety of lists, labels, and reports based upon records maintained; keyboard correspondence, flyers, and other text documents; provide information to and guide staff and parents to complete processes properly.

Answer telephones and two-way radio, take messages, and transfer calls; answer a variety of questions which require a good understanding of operating procedures and policies; greet and direct public and students; take messages for staff; present a positive image of the District to parents, students, and guests. Monitor visitors waiting for interviews and appointments.

Train substitute and relief receptionists and student assistants.

Receive calls from school and District administrators and other District staff regarding need for substitute personnel; listen to and log voice mail messages. Log calls and other communications noting dates, locations, and times of substitute needs, as well as particulars about special needs or conditions; call substitutes from approved lists to meet needs; notify schools of substitutes placed at school. Prepare daily log of staff absences and substitute placements; prepare daily absentee list. Verify substitute payroll time sheets against placement records.

Receive student transportation applications, receive payments and enter ridership and payment data into specialized database. Prepare receipts for payments, count money, and prepare bank deposits. Take money to bank. Receive transportation fee exemption forms, process using established criteria, and notify parent of disposition. Prepare packets of individual ride tickets for sale at school sites. Upon return of packet from school, verify cash and enter to database. Enter daily repair report data to bus maintenance records. Total the hours worked by Bus Drivers and enter to time sheet.

Assemble packets of information for kindergarten registration; assemble testing materials, notices, instructions and other materials in appropriate numbers for grade levels and sites; receive used test booklets, scan to score, input data and generate reports. Assemble Parent Survey materials, prepare for mailing, receive completed questionnaires, scan responses, print, copy and distribute reports. Receive, check and file certificated employment applications. Distribute, receive, check, and process substitute teacher credential applications.

Prepare mailings; sort mail and special deliveries for schools and departments and place in boxes; meter U.S. Mail. Receive, sort, and distribute mail. Mail employment applications, upon request. Prepare orders for warehouse supplies, receive deliveries and verify accuracy of receiving documents.

Operate photocopier, printer, microcomputer, postage meter, and other office equipment.

Serve on assigned committees and teams.

Participate in District mandated training and retraining programs.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

Standard office methods and procedures.

Telephone and public relations techniques.

Modern office equipment operation.

General mathematics.

Automated and manual record keeping practices.

Computer terminal/microcomputer operation and standard office software, including word processing and spreadsheets.

English usage, grammar, punctuation, and spelling.

Ability to:

Plan and organize work to meet deadlines.

Sort, classify, and compare information with a high level of accuracy.

File materials in alphabetical, numerical and subject order.

Speak tactfully and courteously in English with staff and public.

Maintain comprehensive records using automated software.

Make accurate arithmetic calculations.

Operate a computer terminal to perform specialized database record processing to generate reports and utilize word processing to produce text at a proficient level.

Operate a typewriter style keyboard accurately and efficiently at a level required for job success (approximately 50 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.
Work independently with confidential and sensitive records, material and information.
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 equivalent to completion of high school and two years of experience performing varied administrative support work of average difficulty in an automated office environment, or one year of experience at or equivalent to the level of Office Assistant or School Office Assistant in the Sulphur Springs Union School District supplemented by training courses in word processing, database and spreadsheet computer technology, from which the candidate has gained the skills, knowledge, and abilities stated above.

PHYSICAL ABILITIES AND WORKING CONDITIONS OF EMPLOYMENT

The Physical Abilities and Other Conditions of 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 Employment and Associated Tasks which may be required of positions in this class. Sulphur Springs Union 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

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

To Perform Tasks Such As To:
Answer phones

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 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
Turn, raise, and lower head
Twist and bend at torso

To Perform Tasks Such As To:
Use a microcomputer and/or typewriter to produce text and enter data; to hand out and receive forms
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 15 pounds on a frequent basis

To Perform Tasks Such As To:
File and retrieve student records

Environmental Requirements:

Constant work interruptions

Work cooperatively with others

Work inside

Mental Requirements:

Read, write, understand, and apply routine information

Math skills at a basic level

Judgment

Copying

Decision-making

Listen

Write/compose

To Perform Tasks Such As To:

Answer telephone, serve staff, and public;

perform scheduled work

Gain cooperation of staff

Perform clerical support work in an office setting

To Perform Tasks Such As To:

Read reference materials and instructions, compose simple bulletins and reports, and maintain records

Maintain records

Place and dispatch substitute teachers

Transfer information to forms

Apply District policy and precedent appropriately

Hear and be receptive to parent and staff problems and complaints

Informational bulletins and routine correspondence using good grammar and proper spelling and punctuation