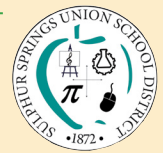


Sulphur Springs Union School District

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

SCHOOL OFFICE MANAGER

DEFINITION

Under direction, to lead the administrative support team in the coordination of service flow, communication, and processes in a school office; to serve as the administrative secretary to the school principal, to provide a wide range of information to students, staff, parents, and the public; to use office automation and manual methods to maintain varied administrative and student records and prepare reports; to relieve the administrator of responsible administrative detail; and to perform related work as required.

CLASS CHARACTERISTICS

Positions in this class have the common central characteristic of serving as the lead administrative support person for a school office and the administrative secretary to a principal. Incumbents have a significant role with the principal in planning and organizing administrative support and customer service functions of the school office. The School Office Manager monitors the timeliness and quality of day-to-day, periodic, and project staff work, student services and accountability record keeping, customer service, processes and communication to obtain centralized District services, and a wide variety of administrative support work. The School Office Manager relieves the principal of a wide range of responsible communication and administrative detail. In the absence of the principal and other site administrators, the School Office Manager communicates decisions to staff, parents, students and others in accordance with past practice and school policy within a defined scope of authority, referring matters which do not have precedent or are of sufficient magnitude to a designated teacher-in-charge or to a central office administrator. Positions in this class perform leadership and training duties, but are not first-level supervisors of school office professional staff.

There is variation in assigned duties according to the school to which the School Office Manager is assigned. Variation from school to school is based upon school organizational structure (such as YRE), school size, and employee and administrator preference. Despite the differences in assignments, the characteristics discussed above apply to all positions.

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.

Assist in major planning and organizing of school office functions and development of school policies and procedures affecting administrative support and customer service functions of the school office; implement plans, organization, policies, procedures and schedules of the school office; develop and continuously improve internal processes, procedures, and forms; advise the principal on matters of office technology, work flow, process and procedure, and scheduling of work; train and provide leadership for administrative support personnel, check and monitor work; and monitor level and quality of customer service.

Answer and direct incoming telephone calls; serve as a receptionist and greet students, parents, teachers, substitute employees, public, and others in school office; take messages for administration, staff, and students; answer a wide variety of questions regarding school schedules, procedures, practices

and policy; provide school forms and assist in their completion; operate school intercom and walkie talkie. Interact with, be supportive of, and present a positive image to students, parents, staff, public, and administration. Provide authoritative information on behalf of the site administrator based upon school policy, procedure and precedent, using good judgment in referring appropriate questions and problems to the administrator.

Compose, edit, keyboard, and proofread correspondence, meeting minutes, letters of recommendation, staff performance evaluations, student discipline letters and contracts, bulletins, newsletters, handbooks, reports, forms, lists, labels, envelopes, flyers, programs, certificates, awards, and other documents using typewriter and microcomputer; use advanced functions of text processing, database, and spreadsheet software; use specialized business (budget, purchasing, maintenance and operations) and student software programs; enter data to microcomputer to maintain databases and generate documents and reports, such as purchase orders, student enrollment, academic and attendance information; and format and retrieve data.

Complete a variety of forms such as work orders, vandalism reports, supply orders, and purchase orders, following school and district processes to obtain services and materials and to receive and transmit information; and plan processes for large projects such as parent surveys, open house notification, parent/teacher conference notification and scheduling, student registration, and transportation.

Maintain records of school budget income and expenditures; maintain petty cash fund and submit reports for reimbursement; complete transactions necessary to balance school financial records with District records and make corrections; and assist staff in completing travel and conference advance and reimbursement request forms.

Develop and maintain calendars and schedules of school activities, administrative appointments, deadlines for specific processes, and facility use; and schedule and coordinate meetings, parent/teacher conferences, appointments, assemblies, and facility use.

Receive, sort and distribute mail for school and/or office; receive, sort, stamp, and distribute instructional materials and books; order, receive, store, and distribute supplies and materials; conduct physical inventories; prepare and process bulk mailings; operate and serve as key operator of standard office equipment such as photocopiers, FAX, calculators, microcomputer, and other equipment; stock equipment with paper and toner; maintain building key inventory and accountability records; order keys; establish and maintain filing systems.

Follow established emergency preparedness procedures during drills and emergency situations; maintain emergency preparedness records; monitor and supervise students sent to office by teachers.

Maintain school staff files and employee attendance data; record staff absences and substitute assigned, leave code, account code; call for classified substitutes; process substitute employees, issue assignment folders, and issue keys; advise substitutes of special information provided by teacher and any special events scheduled for the day.

Generate teacher absence reporting lists, enter student absences, late arrival and early dismissal into computer database; place and receive parent telephone calls to report and verify student absences; advise parents and guardians of absence policies and legal requirements; code and enter student absence codes to database; document parent absence verification; maintain current student enrollment count; prepare a variety of attendance and enrollment reports for teacher and administrative uses.

Register students, check residency, verify guardianship, request permanent records, obtain immunization records, prepare student files; enter and withdraw students in student database records; monitor class size; maintain custody and restraining order records; prepare student records for transfer to in-District and

out-of-District schools and for archives; copy and mail official transcripts; enter and delete students from enrollment registers and class lists; update student database to reflect changes in address, telephone number, guardianship and other information; and post student pictures to permanent records and emergency information sheets.

Receive money for student fees, prepare receipts, reconcile money to receipts, and prepare deposits; track payments for fines, fees, and lost books and follow-up on unpaid accounts; count money and prepare deposits.

Administer first aid and dispense medication in accordance with district policy; call parents to report student illness and injury; in instances of emergency, call emergency medical service personnel; monitor students who have known chronic medical conditions in accordance with physician instructions.

Participate in District mandated training and retraining programs; serve on assigned committees and teams; and perform related work as required.

LICENSE REQUIRED

Possession of a valid First Aid and CPR Certificate.

QUALIFICATIONS

Knowledge of:

Principles of office administration and systems, office technology and work flow.

Basic principles of school organization.

English usage, spelling, grammar, and punctuation.

Modern office equipment and procedures.

General mathematics.

Automated record keeping, using databases and spreadsheets and manual record keeping practices.

Computer terminal operation methods.

Leadership practices related to team building and coaching.

Advanced customer service principles and practices.

Ability to:

Plan and implement the operation of a busy school office to serve the needs of a wide range of internal and external customers and meet record keeping requirements and deadlines.

Perform responsible administrative secretarial work with speed and accuracy.

Read and interpret specific rules, laws, policies, and procedures and apply them with good judgment in a variety of procedural situations.

Operate computer terminal and/or microcomputer proficiently using advanced word processing, spreadsheet and database software to enter, manipulate, format, and retrieve information.

Perform basic First Aid.

Establish and maintain automated and manual indexes and files.

Work independently and confidentiality with confidential, privileged, and sensitive records, materials and information.

Keyboard accurately at a speed necessary for job success (approximately 50 wpm).

Perform business mathematics functions and maintain accurate financial and statistical records.

Speak tactfully and courteously in English with staff and public and be sensitive to cultural, developmental, religious, and ethnic diversity of students and community.

Work effectively in an environment with a high level of interruptions.

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 equivalent to graduation from high school and two years of increasingly responsible administrative support work with at least one year of advanced administrative support experience performing varied and responsible office management and administrative secretarial duties in an automated office setting with a high level of customer service responsibility; or one year of experience in Sulphur Springs Union School District at or above the level of School Office Specialist from which the candidate has gained the skills, knowledge, and abilities stated above. Completion of course work leading to an Associate of Arts major in secretarial science, office technology, or a closely related field is desirable and may be substituted for two years of administrative support experience.

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 ASSOCIATED TASKS

Vision: (which may be corrected)

Read small print
See small objects at a distance of 2'
View a computer screen for prolonged periods

Hearing: (which may be corrected)

Understand speech over a telephone
Tolerate exposure to noisy conditions

Speech:

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

Upper Body Mobility:

Use hands and fingers to feel, grasp, and manipulate small objects, manipulate fingers, twist and bend hands at wrist and elbow; extend arms to reach outward and use hands arms to lift objects

Turn, raise and lower head

Lower Body Mobility:

Bend at waist

Twist and turn torso

To Perform Tasks Such As To:

Read computer printouts and forms
Read computer screen
Word process correspondence and reports and enter data

To Perform Tasks Such As To:

Answer phones
Work in a school office

To Perform Tasks Such As To:

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

To Perform Tasks Such As To:

Use a microcomputer and/or typewriter to word process and enter data; to assemble and bind documents; to pick up and open reference books and binders; to hand out and receive and forms; file in high drawers; reach forms on high shelves
Look from desktop to computer screen, counter, and reception area

To Perform Tasks Such As To:

Unpack cartons and boxes; pick up dropped money, listen to small children; file in low file drawers
Respond to interruptions and telephone calls while away from desk, administer first aid

Strength:

To lift, push, pull objects which weigh as much as 25 pounds on a frequent basis

Environmental Requirements:

Constant work interruptions

Work independently

Work cooperatively with others

Work inside

Mental Requirements:

To read and write at a moderately complex level is essential for successful job performance

Understand, interpret, and apply information

Business math skills at a high school proficiency level

Comparing

Copying

Compiling

Coordinating

Judgment

Learn quickly and follow written/verbal procedures and standards

Process information quickly and make quick decisions

Decision-making

Place information in order of importance

Listen

Give verbal instruction

Write/compose

To Perform Tasks Such As To:

Put supplies away; store and prepare records for transfer

To Perform Tasks Such As To:

Answer telephone, serve student, staff and public, perform scheduled work

Perform assigned tasks in accordance with deadlines and standards with minimal direction or review of work

Gain cooperation of staff; confer with upset parents

Perform administrative support work in an office setting

To Perform Tasks Such As To:

Read reference materials and instructions and compose and edit newsletters, correspondence, procedures, bulletins and reports

Read, understand, and follow purchasing and payroll procedures

Maintain accurate financial records, balance and reconcile accounts

Proofread word processed documents

Transfer information to forms

Prepare reports

Train and monitor administrative support staff; coordinate work and large project efforts

Recognize scope of authority and act within that scope to relieve site administrator of detail

Respond to frequently changing procedures and requirements

Handle student/staff emergencies properly

Apply school policy and precedent appropriately

Determine priority of workload; meet inflexible deadlines

Hear and be receptive to parent, staff, and student problems and complaints

Guide staff/parents in completing forms

Informational bulletins, newsletters, procedures, and correspondence using good grammar and proper spelling and punctuation