

Richland County School District One, South Carolina  
Classification Description

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Instructional/Office Assistant

FLSA: Non-Exempt

184 days

Salary Range: \$21,138.51 – \$30,866.81

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General Statement of Job

Under general supervision, performs other general clerical and instructional support duties as necessary to help maintain efficient and effective school and office operations. Reports to the immediate supervisor.

Specific Duties and Responsibilities

Essential Functions:

Greets and signs in and interacts with visitors to the school - first point of contact; directs visitors to the proper place and answers questions.

Answers telephone and directs callers to appropriate person

Conducts computer data entry to process, record, update and retrieve department information and to prepare spreadsheets and reports as directed in a timely and accurate manner.

Conducts general clerical work including entering data into the computer, answering the telephone, typing reports and correspondence, copying and filing documents, matching/sorting invoices, processing daily mail, and creating reports or packets.

Prepares and submits daily logs, routine forms and reports, and spreadsheets.

Operates a variety of equipment, such as a computer, printer, Internet, email, scanner, copier, adding machine, and telephone.

May order or keep inventory of equipment and various supplies, inspect equipment and call when repair is necessary.

Assists supervisor and other staff persons with special projects as assigned.

Interacts and communicates with departmental supervisors and co-workers, District department heads and employees, general public, etc.

May provide assistance to classroom teachers and serve as a substitute teacher

Complies with all federal laws, state statutes, Board policies, administrative rules, and directives.

Additional Duties:

Performs related duties as required.

Minimum Education and Training

Requires a high school diploma supplemented by one year of data entry experience, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities.

Minimum Qualifications and Standards Required

Physical Requirements:

Must be physically able to operate a variety of automated office machines and equipment,

including a computer, basic office equipment, adding machine, telephone, etc. Must be able to exert up to five pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time but may involve walking or standing for brief periods of time. Must be able to lift/carry weights of five to ten pounds.

Data Conception:

Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communication:

Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or directions from supervisors.

Language Ability:

Requires the ability to read a variety of policy and procedures manuals, computer manuals, etc. Requires the ability to enter data into computer and prepare reports, records, correspondence, etc., with proper format, punctuation, spelling and grammar, using all parts of speech. Must be able to speak with poise, voice control and confidence and to articulate information to others.

Intelligence:

Requires the ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions, to deal with problems involving a few concrete variables in or from standardized situations. Requires the ability to make routine independent judgments in the absence of supervisor, and to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information and the ability to comprehend and implement basic office machinery functions.

Verbal Aptitude:

Requires the ability to record and deliver information and to follow oral and written instructions. Must be able to communicate effectively and efficiently with persons of varying educational backgrounds and using a variety of technical or professional terminology.

Numerical Aptitude:

Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals, to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

Form/Spatial Aptitude:

Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination:

Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment and communications machinery.

Manual Dexterity:

Requires the ability to handle a variety of items including computer keyboards, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination:

Does not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament:

Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under minimal levels of stress when confronted with an emergency or tight deadline.

Physical Communication:

Requires the ability to talk and/or hear (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear). Must be able to hear and understand communications through a telephone.

Performance Evaluation Criteria

Job Knowledge:

Is knowledgeable in the methods, policies and procedures of the District and assigned department pertaining to specific duties of the Office Assistant. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has thorough knowledge of the organization of the department and of related departments and agencies. Has knowledge of the functions of Richland District One. Has the ability to comprehend, interpret and apply regulations, procedures and related information. Has good knowledge of modern office practices and procedures. Is able to read rapidly and accurately. Has a comprehensive knowledge of the computer and other technical terminology used within the department. Has skills in the use of computers. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgment in performing routine tasks. Knows how to perform duties in a courteous manner and with the utmost integrity in the best interest of the public. Is able to communicate effectively with a variety of public and private groups as prescribed. Is able to read and interpret policy and procedure manuals, computer manuals and other materials pertaining to the responsibilities of the job. Is capable of working under stressful conditions as required. Has the ability to plan, organize and prioritize daily assignments and work activities. Is able to offer assistance to fellow employees as necessary. Has good organizational, technical and human relations skills. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Knows how to react calmly and quickly in emergency situations.

Quality of Work:

Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with all District departments, co-workers and the public.

Quantity of Work:

Performs described "Specific Duties and Responsibilities" and related assignments efficiently and effectively in order to produce quantity of work which consistently meets standards and

expectations of the District.

Dependability:

Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, District policy, standards and prescribed procedures. Remains accountable to assigned responsibilities in the technical, human and conceptual areas.

Attendance:

Attends and remains at work regularly and adheres to District policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm:

Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountability. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment:

Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches problems, situations and alternatives before exercising judgment.

Cooperation:

Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified (i.e., poor communications, variance with District policy or procedures, etc.). Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the District.

Relationships:

Shares knowledge with managers, supervisors and staff for mutual and district benefit. Contributes to maintaining high morale among all District employees. Develops and maintains cooperative and courteous relationships with department employees, staff and managers in other departments, representatives from organizations, and the public so as to maintain goodwill toward the District and to project a good district image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain goodwill within the District. Emphasizes the importance of maintaining a positive image within the District. Interacts effectively with higher management, professionals and the public.

Coordination of Work:

Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety:

Adheres to all safety and housekeeping standards established by the District and various regulatory agencies. Sees that standards are not violated. Maintains a clean and orderly workplace.