



EDUCATIONAL SERVICE CENTER OF CENTRAL OHIO

STATE SUPPORT TEAM REGION 11

JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT (CLERICAL)

MINIMUM QUALIFICATIONS:

- Associates degree or equivalent combination of training and work experience in education, business, management or closely related field
- Documentation of a clear criminal record in compliance with state statute
- Complies with drug-free workplace rules and Board policies
- Congenial telephone etiquette and experience operating a multi-line system
- Ability to multi-task and demonstrate strong diplomacy skills
- Proficient in office protocol and the use of information technology systems
- Proficient in data entry, spelling, proofreading and the correct use of grammar
- Proficient in the use of office and management information software (e.g., Microsoft Word, Excel, etc.)
- Able to provide quality customer service
- Evidence of organizational, planning and project management skills
- Ability to maintain logs of activities and completed work
- Ability to organize and maintain Grant Agreement deliverables as directed

Note: This assignment may require a valid driver's license and access/availability of a reliable vehicle. Employees must meet all prerequisite and ongoing qualifications to be covered by the service center's insurance carrier.

FLSA Classification: Non-Exempt

Reports To: Director/designee

Job Objectives:

Serves as a confidential assistant to the assigned administrator. Provides support services necessary for the effective delivery of administrative services.

Responsibilities and Essential Functions:

"The following duties are representative of performance expectations: however, the list below is not ranked in order of importance."

- Performs administrative support duties that facilitate effective administrative operations
- Uses independent judgment and takes the initiative to perform task independently.
- Identifies and implements procedures that improve productivity
- Organizes and maintains a functional filing system that ensures the safe retention and efficient retrieval of office records
- Upholds Board policies and follows administrative guidelines and procedures
- Promotes a favorable image of the center.
- Supports community/school partnerships that enhance the center's operation effectiveness
- Respects personal privacy and maintains the confidentiality of privileged information
- Answer and directs phone calls based on the nature of the inquiry
- Takes/delivers messages and manages calls efficiently to keep phone lines open
- Acknowledges visitors, determines the reason for their visit and answers questions
- Verifies appointments, directs visitors to the appropriate person or office
- Uses a computer to prepare and process information (e.g., input, compile, tabulate, post, store, retrieve, scan, modify, print, etc.)
- Verifies the accuracy of database information as directed
- Keeps current with program, policy and procedure changes
- Keeps staff informed about relevant issues
- Refers inquiries requiring policy interpretation to administrators
- Composes and types routine correspondence, memos, notes, forms, e-mails, etc.
- Collects, compiles, edits and types statistical data and reports as directed
- Uses photocopying and computer printers to produce documents, fixes minor equipment malfunctions and contacts appropriate staff to schedule repairs
- Processes mail and faxes
- Types, duplicates, assembles and disseminates consultation summaries
- Assists with committee assignments and/or special projects as directed
- Monitors and reorders office supplies to maintain reliable service levels
- Keeps files and supplies properly stored to maintain an orderly office
- Maintains forms related to administrative guidelines/procedures and program functions
- Contacts, schedules, compensates any speakers for events/trainings
- Coordinates registration preparation for events, sign-in, room arrangements, table tents, supplies, etc.
- Creates certificates of attendance for those at events/trainings
- Keeps current with advances in office technology
- Updates office procedures

- Cross-trains with other support staff as directed and offers assistance when needed
- Participates in staff meetings and professional growth opportunities as directed
- Assists staff with projects or requests
- Works to plan and facilitate events throughout the year
- Accepts personal responsibility for decisions and conduct
- Strives to develop rapport and serves as a positive role model for others
- Performs other specific job-related duties as directed by the Superintendent/designee

“Job performance is evaluated according to the policy provisions adopted by the Governing Board of the Educational Service Center of Central Ohio.”

Conduct:

Each staff member shall remain free of any alcohol or non-prescribed controlled substance and abuse of any prescribed controlled substance in the workplace throughout his/her employment with the ESC.

Terms of Employment:

Each staff member shall serve as a role model for students in how to conduct themselves as citizens and as responsible, intelligent human beings. Each staff member has a legal responsibility to help instill in students the belief in and practice of ethical principles and democratic values.

It is the employee’s responsibility to maintain proper certification/licensure and to initiate the renewal process in sufficient time to receive the updated certificate/license prior to the expiration of the present certificate/license.

January 2020

