

EDUCATIONAL SERVICE CENTER OF CENTRAL OHIO

JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT – CLIENT SERVICES

Minimum Qualifications:

- High school diploma
- Post-secondary secretarial or office management training is desirable
- Documentation of a clear criminal record in compliance with state statute.
- Complies with drug-free workplace rules and Board policies
- Strong organizational, planning, and project management skills
- Proficient in oral and written communication skills
- Ability to compute mathematical data accurately
- Strong multi-tasking ability and problem-solving skills
- Demonstrated proficiency in office protocol and the use of information technology systems
- Demonstrated accuracy in data entry, spelling, proofreading, and the correct use of grammar
- Demonstrated proficiency in the use of office and/or other management information software
- Collaborative disposition among co-workers and clients
- Pleasant and professional telephone etiquette

Note: This assignment may require a valid driver's license and access/availability of reliable 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: Superintendent/designee

Job Objectives:

Provide professional, confidential support services necessary for the effective delivery of administrative services the Client Services Group.

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 tasks independently
- Identifies and implement procedures that improve productivity
- Organizes and maintains a functional filing system that ensures the safe retention and efficient retrieval of office records in accordance with Ohio's records laws
- Upholds Board policies and follows administrative guidelines and procedures
- Promotes a favorable image of the service center
- Supports community/school partnerships that enhance the service center's operational effectiveness
- Respects personal privacy and maintain confidentiality of privileged information
- Answers the telephone, direct calls based on the nature of the inquiry, take/deliver messages, and manage calls efficiently to keep telephone lines open
- Maintains an office calendar and schedules appointments as directed
- Acknowledges visitors. Determines the reason for their visit. Answers questions. Verifies appointments. Directs visitors to the appropriate person or office
- Keeps current with program, policy, and procedure changes and informs staff about relevant issues as directed. Refer inquiries requiring policy interpretation to administrators
- 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
- Composes and types routine correspondence, memos, notes, forms, etc.
- Collects, compiles, edits and types statistical data and reports as directed
- Uses photocopying, duplicating equipment, and computer printers to produce documents, and fix minor equipment malfunctions and contact appropriate staff to schedule repairs as needed
- Maintains office transaction records (e.g. receipts, expenditures, etc.)
- Processes mail and faxes (i.e., incoming, outgoing, and interoffice)
- Types, duplicates, assembles and processes routine and special mailings
- Helps gather information and type grant/foundation proposals as directed
- Assists with committee assignments and/or special projects as directed
- Prepares purchase orders as directed, and maintain procurement information (e.g., transmittal letters, contracts, confirmations, warrants, price agreements, etc.).
- Monitors and reorders office supplies to maintain reliable service levels
- Maintains forms related to administrative guidelines/procedures and program functions
- Keeps files and supplies properly stored to maintain an orderly office
- Periodically discards archived records as directed, following the records retention and disposal schedule adopted by the board

- Takes precautions to ensure staff/student safety, watching for behavior that may indicate a problem and working with staff to eliminate unacceptable behavior
- Reports evidence of suspected child abuse and neglect as required by law
- Keeps current with advances in office technology, and update office procedures as needed
- Cross-trains with other support staff as directed and offer assistance when needed.
- Participates in staff meetings and professional growth opportunities as directed
- Accepts personal responsibility for decisions and conduct
- Maintains positive rapport with agency staff and serves as a positive role model for others
- Maintains calendar for use of the Superintendent's Conference Room and the Governing Board Room
- Performs other specific job-related duties as directed by Superintendent or his/her 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.

January 2020