

FRANKLIN COUNTY EDUCATIONAL SERVICE CENTER
JOB DESCRIPTION

Title: ADMINISTRATIVE ASSISTANT

File 301

Reports to: Assigned Supervisor

Job Objectives: Serves as confidential secretary to the assigned administrator. Provides support services necessary for the effective delivery of administrative services.

Minimum Qualifications:

- High school diploma and a satisfactory pre-employment skill test score.
- Post-secondary secretarial or office management training is desirable.
- Meets all mandated health requirements (e.g., a negative tuberculosis test, etc.).
- Documentation of a clear criminal record.
- 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.
- Multitasking ability and 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.
- Congenial telephone etiquette and experience operating a multi-line system.

Responsibilities and Essential Functions:

The following duties are representative of performance expectations. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.

- Performs administrative support duties that facilitate effective administrative operations. Uses independent judgment and takes the initiative to perform tasks 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 service center. Supports community/school partnerships that enhance the service center's operational effectiveness.
- Respects personal privacy. Maintains the confidentiality of privileged information.
- Answers the telephone. Directs calls based on the nature of the inquiry. Takes/delivers messages. Manages calls efficiently to keep telephone lines open.
- Maintains an office calendar. 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. Keeps staff informed about relevant issues. Refers 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. Fixes minor equipment malfunctions and contacts appropriate staff to schedule repairs as needed.
- Maintains office transaction records (e.g., petty cash, receipts, contributions, etc.).
- Processes mail and faxes (i.e., incoming, outgoing, and interoffice).
- Types, duplicates, assembles, and processes routine and special mailings.

- Helps gather information and types grant/foundation proposals as directed.
- Assists with committee assignments and/or special projects as directed.
- Prepares purchase orders as directed. Maintains 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. Follows the records retention and disposal schedule adopted by the board.
- Takes precautions to ensure staff/student safety. Watches for behavior that may indicate a problem. Works 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. Updates office procedures.
- Cross-trains with other support staff as directed. Offers assistance when needed.
- Participates in staff meetings and professional growth opportunities as directed.
- Accepts personal responsibility for decisions and conduct.
- Wears appropriate work attire and maintains a professional demeanor.
- Strives to develop rapport and serves as a positive role model for others.
- Performs other specific job-related duties as directed.

**Abilities
Required:**

The following characteristics and physical skills are important for the successful performance of assigned duties.

- Demonstrates professionalism and contributes to a positive work environment.
- Self-initiative. Performs prescribed activities efficiently with limited supervision.
- Reacts appropriately to interruptions and changing conditions.
- Effectively uses listening, observation, reading, verbal, nonverbal, and writing skills.
- Completes paperwork accurately. Verifies and correctly enters data.
- Maintains an acceptable attendance record and is punctual.

**Supervisory
Responsibility:**

Under the direction of the assigned supervisor: plans work assignments, provides instructions, and monitors assigned staff. Promotes teamwork and helps staff as needed to successfully accomplish delegated duties.

**Working
Conditions:**

Exposure to the following situations may range from remote to frequent based on circumstances and factors that may not be predictable.

- Duties may require lifting, carrying, and moving work-related supplies/equipment.
- Duties may require operating and/or riding in a vehicle.
- Duties may require traveling to meetings and work assignments.
- Duties may require performing repetitive tasks quickly.
- Duties may require using a computer keyboard and monitor.
- Duties may require standing, reaching, bending, crouching, and/or kneeling.
- Duties may require working extended hours.
- Duties may require working under time constraints to meet deadlines.
- Potential for exposure to adverse weather conditions and temperature extremes.
- Potential for exposure to blood-borne pathogens and communicable diseases.
- Potential for interaction with aggressive, disruptive, and/or unruly individuals.

**Performance
Evaluation:**

Job performance is evaluated according to the policy provisions adopted by the Governing Board of the Franklin County Educational Service Center.

The Franklin County Educational Service Center is an equal opportunity employer offering employment without regard to race, color, religion, gender, national origin,

age, or disability. This job description summary does not imply that these are the only duties to be performed. This job description is subject to change in response to funding variables, emerging technologies, improved operating procedures, productivity factors, and unforeseen events.

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