



EDUCATIONAL SERVICE CENTER OF CENTRAL OHIO

OCALI

JOB DESCRIPTION

CUSTOMER SERVICE/DIVERSE LEARNERS SECRETARY

Minimum Qualifications:

- High School Diploma or higher preferred
- Experience and proficiency with technology applications (including but not limited to Microsoft Word, Excel, PowerPoint, Internet, iChat/Skype, etc.) and online environments
- Successful history of working as part of a team
- Organizational skills, attention to detail, and the ability to follow multi-step directions
- Strong independent work ethic and self-directed
- Ability to consistently meet deadlines across multiple projects simultaneously
- Ability to advocate for assistance and ask clarifying questions as needed
- Excellent written and verbal communication skills
- Experience and proficiency in fiscal tasks (POs, invoicing, etc.)
- Documentation of a clear criminal record in compliance with state statute
- Complies with drug-free workplace rules and Board policies

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: Senior Director, Research and Program Impact (Customer Service) and the Center Program Directors for the Teaching Diverse Learners Center and the Universal Design for Learning Center

Job Objectives:

The full-time Customer Service/Diverse Learners Secretary handles front line customer services (phones, emails, building guests), and assists the Teaching Diverse Learners (TDL) and Universal Design for Learning (UDL) Center Program Directors with administrative duties.

Responsibilities and Essential Functions:

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

- Collaborates with fiscal team on budget responsibilities including but not limited to maintaining fiscal records, contract preparation, purchase orders, invoices, budget reporting, etc.
- Manages and supports general inquiries, registration processes, planning, travel, materials, and participant records associated with professional development and conferences including online learning opportunities
- Supports internal and external meetings through the preparation of reports, presentations, and other meeting materials and through recording and following up on meeting minutes
- Maintains and organizes project documentation
- Works across multiple projects, tracking and reporting on status through reports and internal meetings to multiple project leaders
- Independently plans and schedules internal and external meetings and conference calls
- Manages data effectively and performs basic computations using tools such as Excel/Numbers
- Communicates professionally and effectively, in writing and orally, with internal teams and external partners and/or customers
- Completes other duties as assigned by OCALI program directors, which may include inventory, supporting district technical assistance initiatives, maintaining listservs, letter writing, ordering supplies, filing, data maintenance, opening mail, tracking postage, etc.
- Performs other specific job-related duties as directed by the 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.

If applicable, 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.

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