

St. Helena Unified School District

Position Description

Position: Administrative Clerk II	Position Number:
Department/Site: various	FSLA: Non-exempt
Reports to/Evaluated by: various	Salary Grade: 110

Summary

Performs recurring, yet technically oriented clerical and customer service duties a department, program, or at a school site. Duties will vary depending on the assignment and will focus on providing clerical support to a high volume of transactions and/or visitors such as at a school campus.

Distinguishing Career Features

The Administrative Clerk II is the second level in a generalist-clerical series. Advancement to the Administrative Clerk II requires a working knowledge of the terminology and procedures used in schools, ability to organize and maintain consistent flow of a customer service oriented reception area, ability to conduct basic research for information, extract information from commonly used databases, and the ability to troubleshoot problems encountered with customer service transactions. Administrative Clerks III may also be regarded as a lead technical resource for a particular functional area and work with considerable freedom to act, or will provide customer service in highly visible settings where work and communications impact the District's credibility to the public.

Essential Duties and Responsibilities

Specific duties may vary among departments and jobs. Incumbents typically perform a substantial portion or all of the following kinds of duties:

- Greets visitors, staff or students in person or over the telephone, ascertains nature of business and provides standard information related to area of assignment.
- Provides customer service assistance to staff, parents, and/or students, including those with special needs. May introduce students to other services and support.
- Provides support to one or more individuals by maintaining personal files, schedules, and setting up appointments. Maintains records of items requiring control, e.g., keys.
- Compiles alphanumeric data, accounts for and posts financial transactions or other data and maintains various department information onto establish data entry formats. Searches out information in departmental records and files.
- Composes and processes routine letters, memoranda, reports, work orders, requisitions (for items such as supplies) or other materials from straight copy, rough drafts, or verbal instructions.
- Greets substitute teachers and provides work packets, keys, and orientation.
- Performs basic analytical duties such as assembling student profiles for specific

programs (e.g., limited English proficient), pre-screening registration materials, language assessment test scores, and other materials that would identify and profile student needs.

- Collects and provides information between school or department and the District offices to support purchasing, accounts payable, timesheets, human resources transactions, miscellaneous forms, etc.
- Ensures the timely distribution and receipt of a variety of records and reports. Requests or provides information as necessary to assure completeness and accuracy.
- Reviews and prepares documents for entry of information into electronic data processing system. Follows up as necessary to complete documents.
- Enters and updates student and business information into system according to standard formats. Extracts routine data from existing databases and converts to other formats.
- Serves as a resource for other administrative support, filling in to balance workload, solving difficult transactions, and researching files and records to resolve discrepancies.
- May perform class registration duties such as originating and preparing registration packets, schedules, newsletters, and other general correspondence.
- May receive, sort, and distribute incoming and outgoing mail and packages.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

The position requires a working knowledge of office practices, procedures and equipment, including filing systems, receptionist and telephone techniques, and letter and report writing. Requires a working knowledge of procedures associated with processing financial transactions such as purchase orders and budget line item changes. Requires a working knowledge of personal computer-based software that support this level of work, including but not limited to word processing, spreadsheet, and software (with data entry screens) used in education. Requires sufficient arithmetic skills to compute sums and statistics. Requires sufficient skill using the English language, grammar, spelling, punctuation, proofreading/editing, to prepare standardized correspondence. Requires sufficient human relations skills to present a positive image of the department and district, maintain harmony among peers, convey technical information to others, and use patience in dealing with a diverse population.

▪ **Abilities**

Requires the ability to perform all of the duties of the position in a high volume environment that may be dominated by distractions. Must be able to perform clerical and secretarial work with speed and accuracy. Must be able to learn, interpret, explain and apply knowledge of district and department organization, operations, programs, functions and special department terminology when performing assignments. Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines. Requires the ability to work cooperatively with staff, students, external organizations, and the public using patience and courtesy. Requires the ability to use a personal computer to

produce correspondence, informational materials, and conduct basic research. Requires the ability to maintain confidentiality of private and sensitive information. Requires the ability to perform work on varying shifts.

- **Physical Abilities**

Must be able to function indoors engaged in work of primarily a sedentary nature. Requires the ability to use near vision to write and to read printed materials and computer screens. Requires the ability to use hearing and speech for ordinary and telephonic conversation and to hear sound prompts from equipment. Requires ambulatory ability to sit, often for long periods of time, move about various district locations, and to reach work materials. Requires manual and finger dexterity to type/keyboard and/or operate mouse and/or otherwise operate a microcomputer and other equipment.

- **Education and Experience**

The position requires a High School diploma supplemented by post-secondary course work in general office practices and 2 years of general clerical experience in a customer service oriented environment.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.