

St. Helena Unified School District

Position Description

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| Position: Office Services Team Leader – High School | Position Number: |
| Department/Site: High School | FLSA: non-exempt |
| Reports to/Evaluated by: Principal | Salary Grade: 118 |

Summary

Coordinates, organizes, and oversees the main office services of a large high school and performs responsible and complex secretarial and administrative support duties for a Principal and other site administrators. Performs a variety of administrative tasks and coordinates and prioritizes the workflow and clerical support activities of the school office.

Distinguishing Career Features

The High School Office Services Team Leader is a senior position in a career path designated for school site office support. In general, all Office Services Team Leaders have functional responsibility for office leadership, information flow, and senior-level secretarial services at a school office. The Office Services Team Leader organizes, oversees, and performs specific administrative support and office management duties, although they may vary site-to-site. The High School Office Services Team Leader organizes and participates in work to optimize available staffing and timelines, in a significantly more expansive and labor intensive environment. The High School Office Services Team Leader may also serve as a mentor/trainer to other site-based support staff in areas such as, but not limited to office organization, automation, and student records systems. Advancement to a Office Services Team Leader is based on need, compliance with job qualifications, and requires the ability to develop, install and monitor work methods and standards that are effective, efficient, and comply with District needs.

Essential Duties and Responsibilities

- Coordinates the school's central office activities acting as contact and reference source for staff, students, parents, and the public. Coordinates materials and staff assignments for home study students and others with special requirements.
- Facilitates communications regarding school activities, events and timelines to relieve the Principal of routine administrative detail. Ensures that calendars are up-to-date and disseminated to staff and students.
- Provides work direction and guidance to other site-based support staff, student helpers, and volunteers. Evaluates, organizes, and assigns work to optimize support staff time that is available.
- Provides information over the phone or in person to parents, students or school personnel as appropriate. Resolves routine matters, prepares and refers calls to appropriate personnel on complex issues.
- Performs secretarial/administrative support duties for the Principal and other site-based administrators. Composes letters, memoranda and bulletins independently within scope of authority. Schedules appointments and maintains calendar. Oversees distribution of

mail.

- Prepares arrangements for substitute teachers and others, including rosters, instructions, contact information, schedules, and building and room access.
- Oversees and participates in registration, transfer, and graduation processes. Coordinates and perform registration for special sessions, e.g., summer school.
- Provides oversight to student attendance data gathering to maximize average daily attendance. Reviews weekly and other reports to verify correctness of information, and assist in preparing period reports to the District.
- Coordinates materials and staff assignments for home study students and others with special requirements.
- Processes certificated and classified payroll documents. Maintains absence records and reports with respect to personnel. Assists substitute teachers and classified personnel by providing them with keys and materials. Prepares substitute personnel time sheets and releases or retains the substitute at the end of the day. Receives and processes non-teacher coaching pay and information for teacher stipends.
- Arranges meetings. Notifies participants, prepares agenda and materials, records minutes, transcribes and distributes as directed.
- Assists in the preparation of the school budget. Organizes budget and financial material to monitor expenditures and maintains accurate fiscal records for programs and audits.
- Performs research as directed by the Principal. Computes and compiles information and statistical reports.
- Prepares from rough drafts, verbal instructions, or independent research, a variety of materials including master schedules, letters, announcements, brochures, memoranda, forms, lists, bulletins, reports, and statistical data.
- Receives requests for, receives required documents for, and initiates processes for use of high school campus facilities by outside organizations. Initiates invoices for payment and coordinates with District departments for staff support.
- Assists site administrators with scheduling of a variety of co-curricular student activities requiring use of large venues, adjustment of class schedules, and release of students.
- Coordinates certain aspects of graduation including venues, schedule, equipment and seating, and logistics support. Oversees and/or arranges for publishing of diplomas.
- Requisitions, receives, stores and distributes supplies and office materials. Maintains materials and equipment inventory.
- Reports and facilitates scheduling of necessary repairs to buildings and equipment.
- May collect, deposit, and accounts for money collected in conjunction with fund-raising and other student and school activities. Administers a revolving cash fund. Issues receipts.

- May coordinate and participate in the registration of students and related activities.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

The position requires in-depth knowledge of office practices, procedures and equipment, including filing systems, receptionist and telephone techniques, and letter and report writing. Requires working knowledge of information flow and instructions required to enable services during regular and extended hours. Requires a working knowledge of personal computer based software programs that support this level of work, including but not limited to word processing, spreadsheet, presentation graphics, special applications used for education administration, and data entry onto custom databases. Requires skill at facilitating problem-solving processes. Requires sufficient math skills to perform financial and statistical record keeping. Requires well-developed knowledge of proper English usage, grammar, spelling, and punctuation to prepare professional correspondence. Requires sufficient human relations skill to work productively and cooperatively with diverse groups within and outside the District, and exercise patience when dealing with internal and external customers, and convey technical concepts.

▪ Abilities

Requires the ability to independently perform all of the duties of the position. Requires the ability to accurately take and transcribe notes and/or meeting minutes/recollections. Must be able to learn, interpret, explain and apply knowledge of District and site organization, operations, programs, functions, special terminology used in the organization unit, and labor agreements to relieve an administrator or program director of a variety of administrative details. Requires the ability to prepare spreadsheets, graphs and charts, and enter, import, and export data to and from databases. Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines. Requires the ability to communicate with staff and customers using patience and courtesy, and in a manner that reflects positively on the organization unit.

▪ Physical Abilities

The position incumbent must be able to function indoors in an office environment engaged in work of primarily a sedentary nature. Requires ambulatory ability to sit for extended periods of time, stand, utilize microcomputers and peripheral equipment, accomplish other desktop work, and move about to various campus locations. Requires the ability to use near vision to read printed materials. Requires auditory ability to carry on conversations in person and over the phone. Requires the ability to retrieve work materials from overhead, waist, and ground level files. Requires manual and finger dexterity to write, use a pointing device and keyboard at 60 words per minute, operate microcomputer, and to operate other standardized office equipment, almost constantly requiring repetitive motions.

▪ Education and Experience

The position requires a high school diploma, supplemental post-secondary business courses and 6 years of progressive experience in a clerical, financial, and secretarial capacity, including two years in a school office setting. Alternatively, an Associates Degree and four years of progressive secretarial, office management, and school site experience would be acceptable.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist. The office supports a high volume of activity and is subject to continual interruptions.