



# ORANGE COUNTY SCHOOLS

## POSITION DESCRIPTION

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<b>POSITION TITLE</b>	<b>Student Support Lead Office Support</b>
<b>SCHOOL/DEPARTMENT</b>	Student Support – Curriculum and Instruction
<b>SALARY</b>	Salary Grade 63 plus local supplement
<b>FLSA STATUS</b>	Non-Exempt
<b>REPORTS TO</b>	Director of Student Support
<b>SUPERVISES</b>	None
<b>WORK WEEK SCHEDULE</b>	Monday - Friday
<b>WORK HOURS</b>	40
<b>NUMBER OF MONTHS PER YEAR</b>	12

### **POSITION PURPOSE:**

Under general supervision, the Lead Office Support performs a variety of clerical, secretarial and general office assistance duties that involve the support of an office operation, program, or work group. Work may include providing direct support to an administrator or administrators. Work involves typing and processing correspondence, reports, forms and other materials related to the department. The Lead Office Support is responsible for screening and routing materials according to content as well as handling a variety of inquiries in person, electronically or my phone. The Lead Office Support is responsible for screening and routing materials according to content as well as handling a variety of inquiries in person, electronically or by phone. In general, the Lead Office Support is expected to resolve problems independently and use good judgment in determining which problems require the intervention of the department Director.

## **MINIMUM QUALIFICATIONS:**

### ***KNOWLEDGE, SKILLS, AND ABILITIES***

- Thorough knowledge of applicable policies and procedures
- General knowledge of the operations of the department
- General knowledge and ability to use correct grammar, spelling and punctuation
- General knowledge of modern office practices
- General knowledge of elementary level mathematics and use of a calculator
- General knowledge of common word processing, spreadsheet and file maintenance programs
- General knowledge of the principals of organization and administration
- Ability to transcribe information and to prepare standardized forms, letter and reports from that information
- Ability to operate common office machines
- Ability to process documents such as purchase orders, invoices, etc.
- Ability to sort and distribute documents
- Ability to maintain complete and accurate records and to develop standard reports from those records
- Ability to respond to questions based on knowledge of the department
- Ability to understand and follow oral and written instructions
- Ability to type accurately at a moderate speed
- Ability to establish and maintain effective working relationships as necessitated by work assignments
- Thorough knowledge of and ability to use correct grammar, vocabulary, spelling and punctuation
- Thorough knowledge of modern office practices and procedures
- General knowledge of bookkeeping

### ***EDUCATION, TRAINING, AND EXPERIENCE***

- High School Diploma or GED
- Experience with providing office support
- Experience with ISIS AS400
- Experience with Moodle
- Any equivalent combination of training and experience which provides the required knowledge, skills and abilities

### ***CERTIFICATION AND LICENSE REQUIREMENTS***

- Must possess a valid driver's license issued by the NC Department of Motor Vehicles

## **PREFERRED QUALIFICATIONS:**

- Associate's Degree or higher from an accredited institution in secretarial science, business, finance, public relations

- Three (3) to five (5) years serving in an office support position, especially within the particular department

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Finance:
  - a. Manage data base for financial reporting and balancing reports for accuracy
  - b. Review budget adjustments, additions and deletions for various account codes
  - c. Prepare monthly financial reports
  - d. Bill appropriate agencies for services provided
  - e. Perform the year-end closing procedures of accounts payable, close out purchase orders or carry forward encumbrances as necessary, prepare documentation for payment of invoices due and move old reports and files to storage
2. Other
  - a. Assist the Director of Student Support with general administrative operations
  - b. Supply information requested via questionnaires or otherwise to school systems, teachers, colleges, etc.
  - c. Serve on staff committees as directed
  - d. Assume scheduling, coordinating, budget development, and other clerical functions as assigned
  - e. Attend meetings as assigned
  - f. Prepare and review reports as assigned by the Director of Student Support
  - g. Report regularly to the Director of Student Support regarding any developments or problems within the district that require the attention or action of the Director of Student Support
  - h. Obtain, gather, and organize pertinent data as needed and transposes it to a usable format
  - i. Maintain a regular filing system, as well as a set of locked confidential files, and process incoming correspondence as instructed
  - j. Receive, process, date stamp, and distribute all incoming mail
  - k. Place and receive telephone calls; transcribe and deliver messages
  - l. Assist incoming callers and visitors by responding to questions, inquiries, and requests for information and services
  - m. Prepare and process purchase orders for all supplies, goods and materials
  - n. Compile and maintains a listing of all internal and external contracts
  - o. Maintain a schedule of appointments for the Director of Student Support and makes arrangements for conferences, interviews, and meetings
  - p. Assist the Director of Student Support in general administrative operations
  - q. Guide research activities and generally oversee all research projects
  - r. Perform any other duties as assigned by the Director of Student Support

<b>WORKING CONDITIONS</b>	
<b>PHYSICAL DEMANDS</b>	Work is considered light physical work requiring the exertion of up to 20 pounds of force.
<b>WORK ENVIRONMENT</b>	Employees in this position are required to work in indoor and outdoor environments, and come into direct contact with OCS staff, students and the public.
<b>ACKNOWLEDGEMENTS</b>	
The following signatures acknowledge that the supervisor has verified the accuracy of the position description, has discussed position requirements with the employee, and has advised the employee of work performance expectations	
<i>Reviewed by: Employee's Signature</i>	<i>Date</i>
<i>Approval by: Supervisor's Signature</i>	<i>Date</i>
The completed and signed position description shall be maintained at the employee's work location, shall be reviewed with the employee by his or her immediate supervisor, should be revised as required, and shall serve as the basis for all required evaluations.	

**DISCLAIMER:** *The above statements are intended to describe the general purpose and responsibilities assigned to this position. They are not intended to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and skills that may be required of the employees assigned to this position. This description may be revised by the supervisor, with HR review and approval, any time.*