



ORANGE COUNTY SCHOOLS

POSITION DESCRIPTION

POSITION TITLE	Lead Office Support
SCHOOL/DEPARTMENT	Maintenance/Operations
SALARY	Salary Grade 63 plus supplement
FLSA STATUS	Non-exempt
REPORTS TO	Director of Maintenance
SUPERVISES	None
WORK WEEK SCHEDULE	Monday – Friday
WORK HOURS	40
NUMBER OF MONTHS PER YEAR	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 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

- 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 considerable 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
- Ability to drive to various locations within the school system and in the area

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. Answer and respond with 2-Way Radio and Paging System for Inclement Weather, Emergency Situations System-wide, as well as contacting selected Maintenance staff over the radio for work orders
2. Contact and support the SchoolDude.com work order web based program
3. Set up and train new contacts on the SchoolDude.com work order system
4. Approve, assign, route SchoolDude.com work order to selected maintenance personnel per trade
5. Contact Custodial substitutes for system-wide custodial absentees
6. Prepare and maintain timesheets/ISIS AS400 Timekeeper Admin computer records for Payroll and Comp time in ISIS AS400 for Maintenance and Custodial substitutes
7. Assist with typing contracts and the processing/typing of requisitions in ISIS AS400
8. Assist Maintenance personnel with solving minor computer problems
9. Assist Technology with preparing work orders and installation orders for phone line ordering and problems system-wide
10. Assist Director of Maintenance with the review of New Hire applications and processing of New Hire paperwork
11. Prepare, update and maintain Fixed Asset Inventory for the Maintenance Department (Fixed Asset Coordinator)
12. Assist yearly with the bid packet and selection of the Uniform Vendor
13. Assist staff with recycling information, needs, purchases, pickups (Recycling Coordinator System-wide)
14. Set up appointments and assist Uniform Vendor with the fitting of uniforms for Custodians and Maintenance staff
15. Assist Webmaster with updates of the Maintenance and Environmental Health and Safety web pages
16. Assist the Director of Environmental Health and Safety with reports, memos, phone calls, and daily emails
17. Prepare reports for Playground Safety and Accident Summary for the Director of Environmental Health and Safety
18. Assist the Director of Environmental Health and Safety with OSHA reporting
19. Assist the Athletic Field Specialist by scheduling maintenance for the Middle School Athletic Fields for spring and fall home games
20. Attend conferences and classes to develop and maintain knowledge of database management, secretarial procedures and safety trainings pertaining to the Maintenance Department
21. Maintain appropriate data bases regarding facility and utility reports, monitors utility expenditures and prepares annual utility presentations
22. Perform additional duties as assigned by the Director of Maintenance

WORKING CONDITIONS	
PHYSICAL DEMANDS	Work is considered light physical work requiring the exertion of up to 20 pounds of force.
WORK ENVIRONMENT	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.
ACKNOWLEDGEMENTS	
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.*