



TVCS

TEMECULA VALLEY CHARTER SCHOOL

A School Family for Your Family

OFFICE ASSISTANT DESCRIPTION

Work Year: 11 Months

Pay: Per Classified Salary Schedule; Non-Exempt; Hourly

The Office Assistant has a broad range of responsibilities including welcoming visitors (especially prospective students and families) by greeting them, in person or on the telephone; answering or referring inquiries; coordinating and maintaining documents and information from prospective students/families; providing clerical support to assigned personnel; assisting in field trip and on-campus activity coordination; and performing all related duties as assigned.

ESSENTIAL DUTIES

This job class receives general supervision from the Superintendent or designee. This is primarily a customer service role as this individual is often the first point of contact for the school. The duties listed below are typical for positions in the class collectively but no one position will necessarily include all these duties.

EXAMPLES OF DUTIES:

The duties listed are typical, but not exclusive:

- Serves visitors by greeting, welcoming, directing and announcing them appropriately
- Answers, screens and forwards any incoming phone calls while providing basic information when needed
- Fosters a culture of positivity, collaboration and high standards
- Directs visitors
- Maintains security by following policies and procedures and controlling access (monitor Raptor and issue visitor

badges) • Monitors and directs the parents, students and volunteers entering campus

- Provides a constant first layer of security to the school
- Prepares and issues tardy slips and early dismissal permits to students
- Receives and sorts daily mail/deliveries/couriers
- Maintains a tidy front office
- Assists staff, students, parents and administration in the daily operations of the school
- Accurately interprets and implements school policies and procedures
- Assists in creation and distribution of a variety of reports including, but not limited to, calendars, staff directories, and emergency information as directed
- Prepares necessary reports for outside agencies as directed
- Maintains and updates school information for accuracy and ease of use as directed
- Communicates with parents, students, staff, etc. in person, by telephone or letter for the purpose of providing information regarding attendance, school calendar, current events, and website navigation
- Assists with class lists generated from Intent to Return letter to confirm available openings per grade
- Assists with the development and implementation of enrollment processes.
- Assists with Student registration and paperwork submission
- Coordinates with necessary staff introductions of new students as needed
- Assists in collecting and processing new student registration paperwork
- Assists in monitoring of tracking spreadsheet, student acceptance to secure class capacity is met
- Assists with clerical duties involved in registering and enrolling students including assisting parents and students
- Explains and interpret policies and procedures relating to student admissions and records when required
- Assists in preparation of registration materials
- Maintains accurate records of completed work
- Provides support for school events and functions
- Learns and applies emerging technologies and advances (e.g. computer software applications) as necessary to perform duties in an efficient, organized and timely manner
- Performs other clerical duties such as filing, photocopying, collating, faxing, etc.
- Attends meetings as required
- Performs related duties as assigned

QUALIFICATIONS AND COMPETENCIES

- Excellent time management and organizational skills. Must be able to manage multiple tasks and projects concurrently.
- Results oriented and demonstrates a positive attitude showing adaptability, flexibility, and resourcefulness.
 - Ability to maintain confidentiality
- Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan • Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position.
- Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback
- Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed. Treats people with respect; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values
- Follows policies and procedures

- Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions
- Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Ability to:

- Demonstrate excellent customer service skills
- Maintain patience and deal with the stress of frequent interruptions
- Receive and give information over the telephone or in person in a courteous manner
- Maintain cooperative, courteous working relationships with those contacted in the course of work
- Learn and apply school policies and procedures related to student record keeping requirements
- Communicate effectively and politely in both oral and written forms
- Establish and maintain accurate records and files
- Prepare accurate and concise reports and correspondence
- Operate standard office equipment and machines such as copiers and computer terminal
- Make arithmetical calculations with accuracy
- Work efficiently with frequent interruptions
- Learn and follow office routines
- Apply general policies and procedures to specific situations
- Maintain reliable attendance
- Stand and sit for extended periods of time, bend at the waist, kneel and crouch
- Reach overhead, above shoulders and horizontally
- Perceive the nature of sound, near and far vision and depth perception
- Lift, carry, push, and pull objects up to 20 pounds

WORK ENVIRONMENT

- The noise level in the work environment usually is typical for a School Office environment (moderate).

EDUCATION AND EXPERIENCE

- Completion of the 12th Grade or evidence of vocational training and/or skills sufficient to perform the duties as described
- Some college or advanced training is preferable.
- Experience with Microsoft Word, Microsoft Excel, Google cloud apps, email, multi-line telephone answering.

REQUIREMENTS

- LiveScan fingerprint clearance (upon hire)
- Possession of a valid clearance from TB (upon hire)