



CLASSIFICATION DESCRIPTION

TITLE: Office Support Specialist

Title of Immediate Supervisor: Principal/Varies	Department: Varies	FLSA Status: Non-Exempt
Accountable For (Job Titles): Varies		Pay Grade Assignment: DFT/Clerical Local 692 Exhibit A, Salary Schedule Level B

General Summary or Purpose Of Job:

Under direct supervision, provides office support involving routine to non-routine duties within an assigned work area. Work assignment may be within a large department or a specialized office or school where the incumbent receives general instructions on office operations.

This designation is the first level within the Office Support Specialist job classification series. The nature and difficulty of work performed mainly of a general clerical/secretarial nature with a limited range of work activities. The main focus of work is accuracy with a detail orientation.

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FREQUENCY
1.	Performs receptionist duties for an office or school; answers phones and takes messages or redirects callers; greets visitors and directs them to the appropriate staff member.	15%
2.	Updates, enters, records and processes student registrations and withdrawals.	15%
3.	Requests student academic records and special education records.	15%
4.	Performs attendance data entry; tracks and records student absences and/or attendance changes; receives calls from parents reporting absences and enters data; prints student rosters.	15%
5.	Provides general clerical/secretarial support; types correspondence, letters and memos; performs coping.	20%
6.	Performs large scale mailings; processes billings.	15%
7.	Performs related work as assigned.	5%

Minimum Qualifications: (necessary qualifications to gain entry into the job not preferred or desirable qualifications)

High School diploma or equivalent and one year of previous experience in general staff support.



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Certification or Licensing Requirements (prior to job entry):

None

Knowledge Requirements: (Requires knowledge of)

- District policies, regulations, procedures and processes.
- Applicable state and federal rules, regulations, policies and procedures.
- Customer service principles and practices.
- Modern office methods, practices and procedures.
- Basic personal computer operations and various software applications.
- Basic record keeping and filing methods and practices.

Skill Requirements: (Skilled in)

- Providing effective customer service to staff, students and the general public.
- Organizing and prioritizing work.
- Communications, both orally and in writing.
- Maintaining confidentiality with sensitive information, issues and situations.
- Operating various office equipment.

Physical Requirements: (Indicate according to the requirements of the essential duties/responsibilities)

Employee is required to:	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand		x		
Walk			x	
Sit			x	
Use hands dexterously (use fingers to handle, feel)				x
Reach with hands and arms			x	
Climb or balance	x			
Stoop/kneel/crouch or crawl		x		
Talk and hear				x
Taste and smell	x			
Lift & Carry:				
Up to 10 lbs.			x	
Up to 25 lbs.		x		
Up to 50 lbs.	x			
Up to 100 lbs.	x			
More than 100 lbs.	x			

General Environmental Conditions:

General Physical Conditions:

Work can be generally characterized as:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.



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Vision Requirements: (Check box if relevant)	Yes	No
No special vision requirements	x	
Close Vision (20 in. of less)		
Distance Vision (20 ft. of more)		
Color Vision		
Depth Perception		
Peripheral Vision		

Job Classification History:

Description revised by Laumeyer Human Resource Solutions 5/11