



HUMBLE INDEPENDENT SCHOOL DISTRICT

Job Description

Campus Office Aide

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Reports to:	Building and/or Assistant Principal
School/Department:	Assigned Campus
Pay Grade:	Office Professional/CS1
Work Days:	187
Wage/hour status:	Non-Exempt
Created/revised:	April 2024

Primary Purpose:

Provide office professional support effectively and efficiently in the front office assisting the campus Principal and staff in serving as the first point of contact for the campus by providing the highest-quality customer service. The Campus Office Aide will represent the district's culture and values when greeting parents, students, staff, and visitors. May serve with various other assigned tasks for other campus team staff members as needed in support of the on-going successful operations of the campus.

Qualifications:

Education/Certification:

- High School diploma or GED

Special Knowledge/Skills:

- Knowledge of standard campus reception center operations, procedures and practices
- Skill in operating multi-line phone system and efficiently answer questions and route calls as necessary
- Skill in operating computer for data entry/information retrieval plus basic office equipment such as copier, fax, scanner
- Skill in assisting telephone and walk in customers simultaneously using proper telephone etiquette and customer service techniques in a fast, friendly, and flexible manner
- Skill in good listening and evaluating situations to anticipate business needs and responding accordingly
- Skill in proper English grammar, syntax, formatting, spelling and punctuation (written and verbal) and proofreading
- Skill in use of keyboard, operating basic MS Office (Word, Excel), related database management systems
- Ability to remain focused, calm, positive, and productive in a highly visible, busy environment and during periods of fluctuating workloads
- Ability to multi-task, prioritize work, and efficiently process a high volume of customers
- Ability to work independently as part of a team
- Ability to maintain confidentiality of privileged and sensitive information
- Ability to maintain professional behavior, appearance, and work ethic to represent the school district in a positive manner at all time
- Ability to perform duties with attention to detail, speed, accuracy, follow-through, courtesy, cooperativeness and work with minimum supervision
- Ability to communicate effectively with tact and diplomacy and provide a high level of customer service to parents, students, employees, administrators, elected officials, co-workers, outside agencies and organizations, vendors, and the general public

Experience:

- General office experience helpful



- Bilingual in Spanish helpful

Major Responsibilities and Duties:

1. Greet and direct all walk-in guests in a friendly professional manner to include guests completing the sign in process.
2. Address a wide variety of inquiries, questions, and requests from internal/external parents, students, guests, customers, team members and the general public both in person, through a multi-line telephone switchboard, and email.
3. Answers calls quickly and efficiently in a friendly professional manner and routes calls to the most appropriate person.
4. Returns to calls placed on hold giving the caller the opportunity to continue holding or leave message.
5. Takes and relays accurate messages.
6. Notifies appropriate team member(s) within the campus of guest arrivals.
7. Responds to emails using appropriate correspondence to ensure a positive, consistent, and accurate representation of Humble ISD.
8. Manage front lobby area activities including incoming and outgoing mail, packages, clear obstructions of exit, communication and filing to ensure a smooth workflow while maintaining order and cleanliness of the area.
1. May perform and assist with administrative/clerical tasks such as data entry activities associated with student records, enrolling students, researching data, process applications, documents, and other essential data.
9. May coordinate with facility maintenance any ordered repairs, clean up items, light replacements, and furniture relocation.
10. Reports any security concerns immediately.
11. Be available to provide support outside traditional hours for special events and meetings.

Communication

1. Maintain a positive and effective relationship, good judgement, and decision making when interacting with parents, students, employees, administrators, District and Elected officials, co-workers, outside agencies and organizations, vendors, and the general public
2. Maintain the right balance of common sense, empathy, and business acumen.
3. Provide outstanding customer service.

School/Organizational Climate

1. Maintain professional behavior, promote a positive image, appearance, and work ethic to represent the District in a positive manner at all times and work in a team environment that supports the vision and mission of the District.
2. Promote an open collegial environment among staff and develop positive staff morale.
3. Maintain a positive and effective relationship, good judgment, and decision making with coworkers, supervisors, other district personnel, outside agencies and organizations, parents, and the community.
4. Ability to maintain professional behavior, appearance, and work ethic to represent the District in a positive manner at all times and work in a team environment.

Other

1. Maintain confidentiality of privileged and sensitive information when received and distributed to appropriate.
2. Attend meetings and professional development as required or to enhance knowledge, skills, and abilities and remain current on new and emerging technologies.



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3. Attend training on various software/hardware that is being supported by Humble ISD and maintain a working knowledge of the same.
 4. Maintain an organized work environment.
 5. May provide office professional support and serve in other campus areas.
 6. Perform other duties as assigned.

Supervisory Responsibilities: None

Equipment Used:

District telephone equipment, personal computer, printer, copier, scanner, and fax machine

Working Conditions:

Mental Demands/Physical Demands/Environmental Factors

Maintain emotional control under stress

Frequent contact with variety of people on a daily basis

Occasional prolonged and irregular work hours – flexibility with schedule preferred

Occasional overtime hours

Work with frequent interruptions in an opened environment

Prolonged sitting with moderate standing, stooping, bending, pushing, pulling, and lifting

Prolonged use of equipment and computer with repetitive hand motions

Work location assigned requires physical presence in office

Daily attendance and punctuality are essential functions of the job

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved by _____ Date _____

Reviewed by _____ Date _____