



## Littleton Elementary School District Position Description

**TITLE: Office Support Specialist**

**CLASSIFICATION: Non-Exempt**

**GENERAL STATEMENT OF RESPONSIBILITIES:** To perform administrative support and clerical duties in maintaining electronic records and documents and assisting other staff as needed.

**PRINCIPAL DUTIES: (essential functions)**

- Updates and maintains a variety of electronic and paper files, records, reports and documents.
- Receives records, verifies information, and enters data into the computer tracking systems.
- Provides a variety of clerical and office assistance duties; makes and distributes copies; processes mail, documents, correspondence and other materials.
- Updates and maintains statistical information, reports and related documents.
- Requests records from other agencies and schools; faxes and sends documents as requested.
- Assists students, staff and the general public and answers inquiries about District services, programs and records; explains rules, policies, and procedures; provides information within the scope of authority.
- Monitors student activities.
- Maintains the absolute confidentiality of all records and information.
- May interpret or translate as necessary.
- Performs other duties as assigned.

**KNOWLEDGE AND SKILLS REQUIRED:**

Knowledge of District policies and procedures.

Knowledge of record keeping and records management principles.

Knowledge of standard office equipment and computer hardware and software applications.

Knowledge of general office processes and procedures.

Knowledge of customer service techniques.

Knowledge of safe work practices.

Skill in operating personal computer utilizing standard and specialized software.

Skill in entering information into a computer system with speed and accuracy.

Skill in using mathematics and maintaining accurate records.

Skill in dealing tactfully and courteously with individuals seeking information about school functions.

Skill in public relations and customer service.

Skill in establishing and maintaining effective relationships with co-workers, parents and others.

Skill in following written and verbal work orders.

**PHYSICAL REQUIREMENTS:** Light physical demands; mostly desk work; frequent to constant use of a personal computer. Able to perform the following physical requirements of the position with reasonable accommodation: critical sensory requirements include general vision, corrected to 20/20, hear or listen in the normal range (corrected) and speak and give directions clearly. Able to walk, stand, kneel, crouch, crawl, reach, lift (exerting force up to 20 pounds), carry, push, pull or otherwise move objects.

**MINIMUM QUALIFICATIONS:** High school diploma or GED equivalent; AND one (1) year of clerical or customer service experience; OR an equivalent combination of education and experience that provides the required knowledge and skill. Ability to read and write English is required; bilingual skills (English/Spanish) are preferred.

**REQUIRED LICENSE/CERTIFICATION:** None.

**TERMS OF EMPLOYMENT:** Ten months per year. Salary and work year to be established by the Board.

**EVALUATION:** Performance of this job will be evaluated annually in accordance with the provisions of the Board's policy on evaluation of classified personnel.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

Reviewed to and Agreed to by: \_\_\_\_\_ Date: \_\_\_\_\_