



## Littleton Elementary School District Position Description

**TITLE: Office Support Specialist, Senior**

**CLASSIFICATION: Non-Exempt**

**GENERAL STATEMENT OF RESPONSIBILITIES:** To perform experienced administrative support and clerical duties in maintaining electronic records and document files, and enrolling and tracking District students.

**PRINCIPAL DUTIES: (essential functions)**

- Provides information and assistance to visitors, parents, students and others having business with the District.
- Assists students with registration, enrollment, government forms and other documents; verifies accuracy and completeness of enrollment documents; creates student files and computer records.
- Collects and compiles previous school records as required; processes student withdrawals and transfers as directed.
- Compiles daily student attendance, absence and tardy records and reports; calls parent/guardian to verify student welfare and attendance status.
- Answers phones; 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.
- Updates, maintains and organizes 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; creates student information flyers and correspondence; processes and copies 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.
- Maintains the absolute confidentiality of all records and information.
- Interprets or translates 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 prioritizing multiple tasks, projects and demands.  
Skill in meeting critical time deadlines.  
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 effective communication, both verbal and written.

**PHYSICAL REQUIREMENTS:** Light physical demands; standard office environment; frequent to constant use of a personal computer. Required to perform the following physical requirements of the position with reasonable accommodation: vision corrected to 20/20, ability to hear in the normal range (corrected), able to speak clearly, and able to lift, move and carry up to 20 pounds.

**MINIMUM QUALIFICATIONS:** High school diploma or GED equivalent; AND two (2) year’s clerical and computer work 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:** Eleven 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: \_\_\_\_\_