



Office Asst 3 / Counseling

Purpose Statement

The job of Office Asst 3 / Counseling is done for the purpose/s of providing administrative and secretarial support to assigned administrator/supervisor; monitoring assigned activities; interacting with employees, patrons and students; and providing information, recommendations and directions as requested.

This job reports to Counselor

Essential Functions

- Acts as liaison between counselors/administrators and students/parents for the purpose of providing communication services between and among concerned parties.
- Answers school site telephone system for the purpose of responding to inquiries, transferring calls, and/or taking messages.
- Communicates with a variety of personnel (e.g. students, parents, community members, staff, administration, etc.) for the purpose of assuring that issues and needs are fully understood by English and non-English speaking personnel.
- Greets individuals entering the counseling office (e.g. visitors, parents, students, vendors, etc.) for the purpose of responding to inquiries; and/or directing individuals to appropriate location in accordance with established building security procedures.
- Performs general clerical functions (e.g. scheduling, copying, faxing, data entry, filing, etc.) for the purpose of supporting office operations.
- Receives a variety of items (e.g. mail, special deliveries, packages, supplies, etc.) for the purpose of distributing materials to appropriate parties.
- Speaks and writes fluent Spanish (e.g. parent conferences, student advisement, teacher instructions, school policies, etc.) for the purpose of informing and assisting Spanish-speaking parents and/or students regarding general school operations.
- Trains student assistants in a variety of office skills (e.g. copy machines, message taking, filing, data entry, etc.) for the purpose of assisting with office work and preparing students for the workplace.
- Translates forms and items of communication for the purpose of providing clarity of meaning and comprehension to Spanish-speaking students and or parents.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple tasks with a potential need to upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment including pertinent software applications; customer service; effective listening; interpersonal aptitude; and ability to train others.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read a variety of manuals, write documents following prescribed formats, and/or present information to others; and understand complex, multi-step written and oral instructions. Specific knowledge based competencies required to

satisfactorily perform the functions of the job include: professional telephone etiquette; and English and Spanish grammar/punctuation/ spelling/vocabulary.

ABILITY is required to schedule activities and/or meetings; gather and/or collate data; and use basic, job-related equipment. Flexibility is required to work with others in a variety of circumstances; work with data utilizing specific, defined processes; and operate equipment using defined methods. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize specific, job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires following prescribed guidelines; and problem solving with equipment is limited. Specific ability based competencies required to satisfactorily perform the functions of the job include: communicating with diverse groups; maintaining confidentiality; meeting deadlines and schedules; setting priorities; working as part of a team; working with detailed information/data; and making independent decisions.

Responsibility

Responsibilities include: working under direct supervision using standardized procedures; providing information and/or advising others; operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is some opportunity to impact the organization's services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally the job requires 60% sitting, 20% walking, and 20% standing. This job is performed in a generally clean and healthy environment.

Experience: Job related experience is required.

Education: High school diploma or equivalent.

Equivalency:

Required Testing

Pre-employment Proficiency Test
Spanish Fluency

Certificates and Licenses

Clearances

Criminal Justice Fingerprint/Background Clearance

Continuing Educ. / Training

FLSA Status

Non Exempt

Approval Date

Salary Grade

Lane 3