



## **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**

### **Continuing Educ. / Training**

### **Clearances**

Criminal Justice Fingerprint/Background Clearance

### **FLSA Status**

Non Exempt

### **Approval Date**

### **Salary Grade**

Lane 3