

**Summary**

Performs regular, recurring, yet moderately complex secretarial duties in support of other clerical positions, including but not limited to student and staff support, transcription of documents in established formats, maintenance of document filing and retrieval systems, basic record keeping, and reception.

**Distinguishing Characteristics**

Performs secretarial duties that require an intermediate degree of procedural knowledge, secretarial skill and judgment, including customer service skills. Assignments require a working knowledge of modern secretarial practices and the ability to efficiently and effectively use standard office equipment. In addition, a Secretary I is expected to have working knowledge of the particular procedures, formats, vocabulary and technicalities associated with the department of assignment to perform specialized duties.

**Essential Duties and Responsibilities**

- Receives and routes walk-in guests and telephone inquiries from a variety of individuals which may include students. Provides information and resolves matters as appropriate, or searches for requested information. Within the scope of authority, explains general program policies and procedures.
- Plans, schedules and performs a variety of secretarial and clerical work related to the area to which assigned.
- May register students and ensure completion of required documentation. (At the elementary school, this includes spring Kindergarten registration.) May disenroll students and complete required documentation.
- Establishes and maintains filing systems on a variety of subject matters. Compiles information from various sources. Prepares and types a variety of forms. Distributes mail.
- May administer minor first aid and medications as necessary according to approved procedures and contact parents and medical personnel as appropriate.
- Provides information over the phone or in person as appropriate; routes calls to appropriate personnel as necessary.
- May report and schedules necessary repairs to buildings and equipment.
- Maintains various databases relevant to area of assignment, including health information to student database system.
- May assist in maintaining accurate employee absence reports.
- Prepares and types letters, memoranda, forms, reports, bulletins, handbooks, questionnaires, requisitions and documents with minimum direction.
- Reviews a variety of forms and materials for completeness, accuracy and conformance with established regulations and procedures. Compiles data and completes reports.
- May maintain calendars, schedule and set up for appointments and meetings, informs participants, confirms dates and times. May prepare participant information packets.
- May assist with budget management, including data entry, reconciliation procedures and cash receipts.
- Orders, inventories, stores, and issues office, school and health supplies.
- Responds to requests for information of a specialized or confidential nature requiring the use of discretion and judgment in explaining regulations and procedures.
- May track, post, and verify accuracy of student attendance.
- Operates a variety of office machines, computers, and equipment such as typewriter, word processor, printer, calculator, fax, and copy machines.

- May provide work direction and guidance to clerical staff, student assistants, and volunteers as assigned.
- May take simple dictation.
- May update designated website(s) with various school and/or District information.
- Communicates with students, staff, parents and the public using tact, diplomacy and courtesy in sometimes confrontational or stressful situations.
- Performs other duties as assigned that support the overall objective of the position.
- Requires the ability to comprehend and follow district safety plans, procedures, and policies and all other district standards and procedures.

**Student Services Health Secretary (Additional Duties)**

- Assists nurses with health screenings and records results.
- Audits health records and sends follow-up letters on inadequate immunizations and other health mandates.
- Responds to requests for information of a specialized or a confidential nature, requiring discretion and judgment in explaining regulations and procedures.

**Qualifications**

▪ **Knowledge and Skills**

Requires knowledge of office practices, procedures and equipment, including filing systems, receptionist and telephone techniques and letter and report writing. Requires considerable knowledge of the terminology, policies, practices and procedures of the area to which assigned. Must be able to maintain the confidentiality of records and information. Requires thorough knowledge of proper English usage, grammar, spelling, punctuation and basic arithmetic skills. Must be skilled in using various standard office machines, including computers and word processing and spreadsheet applications. Must have sufficient communication skills to project a positive image and convey basic information to customers.

▪ **Abilities**

Requires the ability to perform all of the duties of the position efficiently and effectively. Must be able to coordinate and perform office and secretarial work with speed and accuracy. Must be able to learn, interpret, explain and apply knowledge of rules, regulations, programs and policies of assigned office. Requires the ability to interact with staff in a manner that encourages high morale and efficiency. Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines. Requires the ability to analyze situations and accurately adopt an effective course of action. Must be able to adapt and learn new procedures and programs as implemented by the District. Must be familiar with Health and Safety regulations. Requires the ability to communicate with students, staff, parents and the public using tact, diplomacy and courtesy, and in a manner that reflects positively on the department and District.

▪ **Physical Abilities**

Requires sufficient hand/eye coordination and manual dexterity to operate a keyboard. Requires sufficient visual acuity to recognize words, letters, and numbers. Requires auditory ability to carry on conversations over the phone and in person. Requires sufficient movement to retrieve work materials.

▪ **Education and Experience**

High School diploma or equivalent required. Minimum of 1 year of progressively responsible secretarial and clerical experience, preferably in a school setting, is required. College credit may be substituted for some experience to a maximum of 50% of requirement for position.

▪ **Licenses and Certificates**

Depending upon assignment, a valid California driver's license and/or first aid training may be required.