

LEMON GROVE SCHOOL DISTRICT

CLASS TITLE: TECHNOLOGY CENTER SECRETARY

DEFINITION:

Perform a variety of responsible secretarial and information technology related duties in a department or administrative office.

JOB RELATIONSHIPS:

Supervised by LemonLINK Project Director in cooperation with Director of Information Systems: has direct contact with staff, public and private representatives, project partners, parents, students and visitors; work cooperatively with computer network technicians.

ESSENTIAL DUTIES:

Compose standard correspondence and prepare reports, records, files and orders as required. (E)

Act as Office Receptionist. (E)

Organize and maintain operational records and files. (E)

Schedule appointments, meetings, travel arrangements, tours, and visitations. (E)

Maintain time sheets, attendance records and minor financial accounts for department. (E)

Ensure accurate and timely submission of reports, studies, correspondence, records and other materials. (E)

Operate standard office equipment, specialized equipment and microcomputer using office software to enter and extract a variety of data. (E)

Perform clerical duties including typing, filing, answering and placing telephone calls, answering inquiries for staff, processing department mail and correspondence. (E)

Answer inquires and provide approved information. (E)

Use tact, courtesy and cooperation in communicating with department, district, school and community members. (E)

Receive and respond to calls from schools, district and community offices regarding software and hardware problems. (E)

Provide initial problem identification, problem analysis, and possible solutions to routine problems. (E)

Communicate with users regarding problem status, schedules, timelines and changes to procedures. (E)

Maintain working knowledge of software features and procedures and their application by the user. (E)

Test solutions to ensure that problems are corrected. (E)

Maintain skill levels appropriate for more complex communications and problem analysis. (E)

Technology Center Secretary – con't.

Assist Technology Center, school and district staff with home page maintenance. (E)

Monitor LGSD website including transfer, testing and updating of web information. (E)

Create and monitor user surveys and questionnaires. (E)

Report major software and hardware malfunctions to designated technical support personnel. (E)

Convert submitted materials to web documents; assist with publishing of LGSD web pages; adhere to standards for publishing on LGSD web pages. (E)

Assist in planning presentations and professional development. (E)

Establish positive working relationships with technical staff, staff at school and staff in the district. (E)

Perform other duties as assigned.

KNOWLEDGE OF:

Modern office methods and procedures and use of standard office machines and equipment

Correct English usage, grammar, spelling, punctuation and vocabulary

Effective receptionist and telephone techniques

Reading and written English language skills

Familiarity with word processing (Word), database (Access), email (Outlook), and spreadsheet (Excel), as well as student information data software (Power School)

ABILITY TO:

Type at a net corrected speed of 50 words per minute

Compose routine and specialized correspondence, bulletins, and reports, using proper grammar, spelling, and punctuation

Perform arithmetic computations

Learn pertinent district policies and procedures rapidly

Operate standard office equipment including microcomputers and related software applications

Establish and maintain effective working relationships with parents, staff and the public

Train and problem solve with others

Plan and organize work to meet schedules and time lines

Technology Center Secretary – con't.

Maintain records

Read, apply, and explain rules, regulations, policies and procedures

Analyze and solve complex technical problems

Make sound recommendations and judgments

EDUCATION:

Graduation from high school or equivalent

EXPERIENCE:

Two or more years of responsible secretarial experience preferably in a school district or education setting and one or more years of computer-related customer support experience.

LICENSES AND OTHER REQUIREMENTS:

Passage of District pre-employment test

Verification of typing at a net corrected speed of 50 words per minute

District post-offer physical examination and drug screening

Fingerprint clearance from the Department of Justice

Tuberculin skin test before employment and every four years thereafter or a chest x-ray

Possession of current valid California Driver's License and private vehicle availability may be required (mileage expense allowance provided for district related business)

WORK ENVIRONMENT:

Indoor office setting

Frequent interruptions

Occasional contact with angry or complaining staff, parent or community member

PHYSICAL REQUIREMENTS:

Hearing and speaking to exchange information

Seeing to perform assigned duties

Sitting or standing for extended periods of time

Dexterity of hands and fingers to operate computer keyboard and other office equipment

Technology Center Secretary – con't.

Kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally to retrieve and store files and supplies

Lifting light objects and materials (up to 25 pounds)

Board approval date: October 12, 2004