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**SCHOOL OFFICE COORDINATOR II**

**Definition:**

Performs responsible and highly complex secretarial and clerical duties in support of assigned staff and office operations. Performs routine administrative tasks and coordinates the workflow and clerical support activities of support staff.

**Distinguishing Characteristics:**

Incumbents in this position require the ability to exercise considerable independent judgment and initiative in order to respond appropriately to typical school office situations. School Office Coordinator II is distinguished from the School Office Coordinator I level in that the level I is not responsible for budget development and monitoring. The School Office Coordinator II works more independently than the level I and exercises more independent judgment to deal with routine administrative matters. Advancement to School Office Coordinator II requires competency in advanced secretarial practices sufficient to design and implement office information systems, and the ability to exercise functional leadership over clerical staff and/or work processes, file and record administration, and financial record keeping.

**Supervision Exercised and Received:**

Work is performed with minimal supervision. Coordinates the workflow and clerical support activities of support staff.

**Examples of Duties and Responsibilities:**

Duties and responsibilities may include, but are not limited to, the following:

- Provides administrative support involving the use of independent judgment and an in-depth understanding of the functions and procedures of the division, with a working understanding of functions and procedures of other divisions.
- Types (keyboards) from rough drafts or verbal instructions a variety of materials such as letters, memoranda, reports and statistical data. Independently composes original correspondence and forms on routine department matters.
- Coordinates administrators' and teachers' activities in connection with developing, amending, and tracking student individual education plans. Maintains up-to-date files of plans and student cumulative files. Updates information, including attendance, onto an automated student database.
- Checks staffing software to ensure substitute teacher coverage for classrooms and to monitor staff absences.
- Serve as primary first point of contact for assigned classrooms, answering calls from public, parents, and others and ensuring fast sharing of information such as in cases of student medical emergencies.
- Arranges initial transportation vendors for students with special needs requiring transportation services
- Produces routine and complex reports and documents that may require research, data gathering, interviewing and compiling information. Examples include quarterly and annual schedules, financial reports, special computer reports, statistical reports, or reports to comply with state or federal requirements. Programs include SEIS, AERIES, ESCAPE, and others.
- Responds to inquiries regarding department or program operations. Supplies information, which is known or available or gives opinions and instructions as authorized. Interprets and applies policies and procedures.
- Works directly with administrator and other assigned staff to resolve problems, develop program elements, goals and objectives, budget projections, policies and procedures or other administrative processes, such as preparing employee injury reports, specific to area of assignment.
- Performs data entry work in applications specific to area of assignment. May develop special database programs or modify existing programs for a particular program or function. May include programs for tracking information, maintaining billing and/or accounting records, developing statistical information or creating special reports such as preparing cumulative student files (Cumes).
- Maintains and monitors department and program budget expenditures which usually extend to a geographic region within the county. Compiles information and materials for budget projections. Prepares and processes purchase orders, expense claims, and requests for payment.
- Performs other duties as required to accomplish the objectives of the position.

## **Employment Standards:**

### Knowledge of:

- Considerable knowledge of office practices, procedures and equipment, including filing and record keeping systems, program development, statistical record keeping, and confidential record keeping.
- Considerable knowledge of state and federal codes and laws as they apply to the position.
- Considerable knowledge of proper English usage, grammar, spelling, proofreading, and punctuation to prepare correspondence, reports, and other documents.
- Sufficient math and record keeping skills to monitor budget line items and compute sums, decimals, products, quotients, and ratios.
- Working knowledge of and skill in using modern personal computer software such as word processing, spreadsheets, and customized data entry screens.
- Sufficient human relations skills to communicate technical and complex matters to others having varying degrees of understanding of the subject, to resolve conflict, and to convey a positive image of the function.
- Knowledge of safe work practices.

### Ability to:

- Independently perform all of the duties of the position efficiently and effectively.
- Oversee and coordinate the operations of a specialized area, department or function.
- Interpret, explain and apply knowledge of department organization, operations, programs, functions and special department terminology.
- Produce complex documents and reports.
- Keyboard to perform data entry and to compose correspondence at a rate of 50 w.p.m.
- Work under pressure and maintain a business-like manner, responding flexibly and appropriately to unscheduled incidents and situations typical of a school office environment.
- Analyze situations and develop effective resolutions.
- Communicate with students and parents of varying ability and background, including economic, social, and cultural disadvantage. Requires the ability to exercise a positive attitude, patience, empathy, compassion, and good judgment when dealing with others.
- Work as part of a team dedicated to customer service.
- Prioritize work in order to meet deadlines and schedules.

### Computer Skills:

- Internet usage, including the ability to access and navigate SCOE's home page and use appropriate and professional conduct.
- Intermediate desktop publishing, including the ability to create a desktop publishing document, import text and graphics, create master pages and page numbers, spell check, work with basic page layout and design, use the toolbox and palettes.
- Advanced Word Processing skills, such as the ability to format sections, multiple headers/footers; set tabs with leaders and indents; format text into columns and create and format tables and forms; insert watermarks, AutoShapes, and word art; create templates, and use merge functions.
- Advanced Database skills, such as the ability to sort and retrieve records; create layouts and reports; create and print mailing labels; perform mail merge for form letters; add, edit, delete fields and records; and work with relational databases to create reports and lists
- Advanced spreadsheet skills, including the ability to insert formulas and mathematical calculations; create workbooks; use multiple worksheets; format and print worksheets; sort lists; and create graphs and charts.
- Advanced email skills, including the ability to edit preferences; customize tool bar, create folders, automatic reply and forward.

## **Education and Experience:**

Any combination of education and experience that would likely provide the knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

- Requires a high school diploma. Business school curriculum above high school is preferred.

Experience:

- Requires four years of progressively responsible secretarial and record keeping experience. Additional education may substitute for experience.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- The position requires ordinary ambulatory ability to retrieve work materials, intermittent walking and standing.
- Requires visual acuity sufficient to recognize people, words, and numbers.
- Requires hand-eye-arm and finger dexterity to use a personal computer keyboard, ten-key, and other common office equipment.
- Requires the ability to keyboard at 50 w.p.m.
- Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.
- Must have normal vision (20/20), corrected or uncorrected.

**Work Environment:**

The following conditions may be present:

- Work is performed in an office environment with minimal exposure to health and safety considerations.

**Other Requirements:**

- Must be fingerprinted and a satisfactory Department of Justice records check must be received by SCOE, prior to employment.
- TB testing will be required upon employment.
- Must pass a pre-employment physical (if applicable).
- May be required to obtain first aid and CPR certificates within the first 6-12 months of employment.
- May be required to drive with or without students; some positions may require a current California driver license, proof of insurance, and possible participation in the DMV Pull Notice Program once employed.