

I. IDENTIFYING INFORMATION

Class Title: Front Office Clerk (Office Assistant IV)
Position Number: 27540003
Department: Education/Public Charter School
Division: Kamaile Academy Public Charter School
Classification: SR10 (\$38,328 - \$56,676)
Geographic Location: Waianae, Oahu, HI

II. INTRODUCTION

The Front Office Clerk is responsible for various functions involving originating and planning work. They handle highly complex clerical and administrative tasks that are mainly substantive and evaluate information to ensure compliance with established requirements. They can interpret laws, rules, and regulations to decide on the appropriate disposition of information and use their judgment to address problems not covered by standard instructions or established techniques, systems, or procedures. They work independently and accomplish tasks with substantial discretion and selectiveness in deviating from established processes and procedures. The Front Office Clerk provides various clerical support services for school administrators.

III. MAJOR DUTIES AND RESPONSIBILITIES

****Note: Positions may not be assigned all the duties listed, nor do the examples necessarily include all the duties that may be assigned. This does not preclude the assignment of duties that are not listed.***

- Greets and assists visitors to the office. Provides routine information relating to the program area concerning office practices and procedures, School and State rules and regulations, etc.
- Answers the telephone, refers callers to the appropriate individual or office, or takes messages. Disseminates information to the caller and makes efforts to answer questions or requests. May place telephone calls on hold to obtain desired or missing information or to contact specific individuals as directed.
- Sets and maintains various office files, records, registers, forms, and reports. Locates and retrieves specific files or other materials (Fire Drill log, etc).
- Maintain inventory of the front office supplies.
- Collects fees and/or funds from student events (e.g., field trips, uniforms, ticket sales, yearbooks, dances, fundraisers, student fee money, etc.) to ensure transaction accuracy and timely completion.

- Assists in arranging for meetings and meeting locations upon request of school administration. Prepares supportive materials and documents for meetings. Send out meeting notices and follows-up on responses. Prepares meeting handouts as necessary.
- Duplicates various materials using a copier, sorts into various groupings or sequences, or as directed.
- Composes routine correspondence such as transmittals, requests for specific information, and replies to simple inquiries where the information is readily available from office files and records, using a prescribed format and conforming to all grammar and style rules.
- Compiles routine lists of specific data; performs simple computations' make counts of various items, and completes totals and other summaries.
- Compiles and organizes raw data from program report forms for data entry as instructed. Compiles numerical or statistical data for tables, charts schedules. Prepares routine reports.
- Enters student information and appropriate progress data into the school information system.
- Types forms, printing requests, contract agreements, repair requisitions, maintenance requests, and office supplies as required.
- Types and prepares mailing lists, data reports, etc.
- Be able to perform various tasks with proficiency using Google suite, Word, Excel, Powerpoint, etc.
- Communicates with parents and staff via email in person, phone or using school messenger systems.
- Summarizes materials and prepares reports requiring the interpretation and analysis of data and judgment as to format and presentation details.
- Evaluates various office processes and determines which may be performed more efficiently through office automation; sets up databases, templates, procedures, etc., that will best meet user and office requirements.
- Assists with receiving visitors at the front office of the Administration building. Greets visitors and answers phones/redirects calls and inquiries to appropriate parties.
- Manages the daily substitutes to include communication with staff, key distribution, roster printing, and coordination with administration for coverage.

- Maintains office equipment, tools, and work areas (e.g., cleaning, load supplies, clearing paper jams, etc.) to ensure a safe working environment and the availability of items within a specific time frame. This includes but is not limited to a postage machine and photocopiers.
- Support with ensuring attendance records are accurate. This may include but is not limited to contacting parents, issuing tardy and early releases, and updating the student information system.
- Other duties as assigned.

IV. CONTROLS EXERCISED OVER THE WORK

A. Supervisor: The position is under the general supervision of the Principal.

B. Nature of Supervisory Control Exercised Over the Work: The Principal is available for guidance on difficulties that arise from work in progress, but the incumbent is expected to independently exercise judgment and discretion in applying accepted methods and techniques to accomplish the objectives of the activities.

V. REQUIRED LICENSES, CERTIFICATES, ETC.

N/A

VI. RECOMMENDED QUALIFICATIONS

A. Knowledge: Correct English grammar; spelling; punctuation; word usage; arithmetic; office practices and procedures; operation and maintenance of common office appliances and equipment.

B. Skills/Abilities: Read and understand oral and written instructions; write simply and directly; compare words and numbers quickly and accurately; perform arithmetic computations; operate and maintain office appliances and equipment; understand, interpret, and apply pertinent policies, procedures, laws, rules, and regulations; deal with others tactfully and politely; compose routine correspondence and other similar material.

C. Education: High school diploma

D. Experience:

Basic Experience Requirement: Six (6) months of work experience demonstrating knowledge of English grammar, spelling, and arithmetic; ability to read and understand oral and written instructions; write simply and directly and compare words and numbers quickly and accurately.

Clerical Experience Requirement: Two (2) years of work experience, which involved performing various clerical tasks and demonstrating knowledge of office practices

and procedures, and the ability to carry out procedures in clerical work systems and operate various kinds of office equipment and technologies.

VII. TOOLS, EQUIPMENT & MACHINES

N/A