



Gaston County Schools

OFFICE SUPPORT II

Definition

An employee in this class performs journey level administrative and clerical support duties in an administrative office or in a school in one or more of the following responsibility areas; serving as a support secretary at the schools sometimes in a lead worker capacity; or serving as a journey level secretary in a central office or auxiliary function. Work is differentiated from level one because of the variety of tasks, the knowledge and skills required, and the range and scope of contacts and independence of action. Work requires a broader understanding of office operations, but once learned, the tasks are performed independently. Unusual situations or precedent setting situations are referred to higher level supervisors.

Duties and Responsibilities

- Maintains files of general records, data files, documents, correspondence, forms, index cards, reports, and other materials; posts information to departmental records according to standard procedures.
- Answers incoming telephone calls and routes them to the proper person or department; answers questions regarding routine matters; performs routine clerical and typing duties.
- Makes arithmetic calculations manually or by use of a calculator according to established methods.
- Transcribes information onto forms, processes letters, memoranda, reports, tabulations, statements, various card records, and other materials from rough draft or detailed instructions.
- Resolves problems of medium difficulty with little assistance.
- Occasionally develops or revises procedures for non-complex work.
- Completes forms, permits, notices, or form letters with designated or routine information.
- Processes, sorts, checks for accuracy, and files applications, purchase requisitions, travel expenses, incoming and outgoing mail and other routine documents in accordance with established systems; maintains receipt books and routine office records relating to accounts, inventories, payrolls, and statements related to these records.
- Operates copying machines, adding machines, personal computers, and other office equipment.
- Receives standardized reports and compiles data into summary or consolidated form.
- Performs a variety of minor administrative tasks in relieving a supervisor of office details.
- May assist the public at a counter, giving information and answering questions regarding school programs.
- Performs duties with limited supervision.
- Performs related work as required.

Knowledge, Skills and Abilities

- General knowledge of the operations of the department.
- General knowledge and ability to use correct grammar, spelling, and vocabulary.
- General knowledge of modern office practices.
- General knowledge of elementary arithmetic.
- General knowledge of common word processing, spreadsheet and file maintenance programs.
- General knowledge of the principles of organization and administration.
- Ability to transcribe information and to prepare standardized forms, letters and reports from that information.
- Ability to operate common office machines.
- Ability to process documents such as purchase orders, invoices, etc.
- Ability to sort and distribute documents.



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- Ability to maintain complete and accurate records and to develop standard reports from those records.
- Ability to file records and reports in proper sequential order
- Ability to respond to questions based on considerable knowledge of the department.
- Ability to understand and follow oral and written instructions.
- Ability to type accurately at a moderate rate of speed.
- Ability to establish and maintain effective working relationships with supervisors, students, parents, coworkers, and the general public.

Physical Requirements

- Must be able to use a variety of automated office equipment such as computers, copiers, typewriters, calculators, etc.
- Must be able to exert a negligible amount of up to 20 pounds of force frequently or 10 pounds constantly to lift, carry, push, pull or otherwise move objects.
- Due to amount of time spent standing and/or walking, physical requirements are consistent with those for Light Work.
- Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear). Must be able to communicate via telephone.
- Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving instructions, assignments and/or directions from administrators.
- Requires the ability to coordinate hands and eyes rapidly and accurately in using office equipment.
- Requires the ability to handle a variety of office machines, etc. Must have minimal levels of eye-hand-foot coordination.

Minimum Education and Experience

- Minimum high school graduate or equivalent.
- Minimum of two years post-secondary business/office education preferred.
- Financial experience required.
- Knowledge of AS400 database preferred.
- Minimum of three years office experience; school setting preferred.
- Computer skills required (demonstration may be required if interviewed).

This Position Reports Directly to: Principal

Salary: Grade 57, Step 00 (Entry Level)

Classification: Non-Exempt

Disclaimer

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.

If offered a position, prospective employee must pass a required health exam, criminal records check, and drug test.



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HOW TO APPLY:

Inside and Outside Applicants:

Visit Gaston County Schools' website at www.gaston.k12.nc.us

- Select "Jobs"
- Select "Careers/Job Opportunities"
- Select "Start an application for employment"
- Inside applicants may use Gaston County Schools' employees as references
- Complete online application
 - Upload cover letter to application
 - Upload current résumé to application

The following documents must be uploaded to online application, if Outside Applicant:

- Verification of highest level of education
- Official College Transcripts, degree-dated (if applicable)
- Three completed current Reference Surveys (from non-Gaston County Schools employees) in AppliTrack application or three current letters of recommendation (must be less than one year old) or a combination of the two
- Copy of last employment evaluation

Qualified inside and outside applicants should mail or email cover letter and résumé to:

Gary Ford, Principal
South Point High School
906 South Point Road
Belmont NC 28012
Email: gmford@gaston.k12.nc.us