

LAGUNA BEACH UNIFIED SCHOOL DISTRICT
Job Description: Receptionist and Counseling Office Assistant

BASIC FUNCTION:

Under the direction of a site administrator, serve as the high school receptionist, coordinate the flow of operations and communications for the high school Counseling Office; perform a variety of confidential and complex secretarial, technical, and administrative functions in support of counselors and psychologists, and to do other related work as required.

ESSENTIAL DUTIES:

- Receive, greet, screen phone calls and visitors; receive, screen, sort and route mail; compose replies or handle correspondence independently, as directed.
- Answer telephone inquiries pertaining to routine policies, regulations, and operational procedures or by referring those making inquiries to appropriate offices or personnel.
- Provide detailed and technical information concerning policies and procedures where judgment, knowledge and interpretation of procedures and regulations are required; using independent judgment and initiative, problem-solve, provide service, answer questions, bringing critical or difficult issues to attention of supervisors.
- Plan, coordinate and organize the flow of activities and communications for the High School Counseling Office and interact with other departments related to Counseling such as attendance, records, and activities as well as other school sites, central office, and outside agencies.
- Perform a variety of secretarial, technical and administrative responsibilities to relieve the administrators of administrative and clerical detail; assure smooth operations of the Counseling Office.
- Research, compile, produce, process, and coordinate aspects of programs such as College Round Up, senior college application packets, freshman registration, grade level presentations, and assist with preparation for summer school program.
- Compose, independently or from notes, a variety of materials including correspondence, schedules, lists, forms, special projects; maintain accurate files and records.
- Perform a variety of functions and tasks related to the enrollment of students and prepare materials and records for students who leave the District.
- Schedule and coordinate counseling appointments; calendar all meetings, events, student appointments for individual counselors.
- Assist counselors in monitoring the progress reports of students, producing data reports, communications with parents and students to track progress to graduation.
- Monitor LBHS Counseling Website; generate and update website materials, documents, calendars, newsletters and forms.
- Establish and maintain numerical, alphabetical, and subject matter files, which may contain highly sensitive and privileged material.
- Prepare input data for a computerized record management, storage, and retrieval system and utilize the output reports in the operational functions of the office to which assigned.
- Assist by following up on administrative or clerical detail, which may include contact with members of the educational community.

OTHER REPRESENTATIVE DUTIES:

- Issue and prepare Work Permits as needed and in the absence of Career Center personnel.
- Engage in cross training on office functions, including attendance, records, and activities, and demonstrate use of knowledge to support office needs.
- Participates in job-related or District trainings as required.
- Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Modern office practices, methods, and procedures
- Appropriate English usage, spelling, grammar, punctuation, and arithmetical concepts
- Basic techniques and strategies of function organization and follow-through
- Standard office machines and equipment (fax, printer, copier), including computer and applicable software.
- Operational procedures, policies, rules, and regulations specific to the assignment

Ability to:

- Perform complex and technical clerical work requiring accuracy and attention to detail
- Prepare clear and concise reports
- Accurately interpret legal mandates, District policies, rules and regulations, and apply them to a variety of operational procedures
- Compose correspondence independently; compile data and prepare reports
- Analyze situations correctly and adopt an effective course of action
- Assure efficient and timely and accurate completion of projects and activities
- Perform duties effectively with many demands on time and constant interruptions
- Operate technology, including a personal computer
- Understand and carry out oral and written directions
- Establish and maintain cooperative working relationships
- Make arithmetic calculations quickly and accurately
- Work independently with little direction
- Work confidentially with discretion

MINIMUM QUALIFICATIONS:

Experience:

Two years of responsible and technical clerical experience, including experience in organizing and coordinating clerical functions.

Education:

Equivalent to the completion of the twelfth grade, including coursework or training in business practices, automated record management, storage, and retrieval systems, and other related functional areas.

Valid CPR and First Aid certifications issued by an authorized agency and on file in the Human Resources Office.

Personal Qualities:

- Independent worker
- Maturity and good judgment
- Personal appearance which establishes a desirable example for students.
- Willingness to assume a wide range of responsibilities
- Willingness to continuously improve
- Pleasant interpersonal skills
- Good organizational skills
- Commitment to professional courtesy
- Belief in high moral standards
- Commitment to professional responsibility
- High intrinsic motivation

WORKING CONDITIONS:

Environment:

- Indoor office environment.
- Moderate noise level.
- Constant interruptions.

Physical Requirements:

- Ability to see for purposes of reading instructions, labels, and other printed matter and for the safe operation of equipment.
- Ability to hear and understand speech at normal levels in person and on the telephone.
- Ability to communicate so others will be able to clearly understand a normal conversation in person and on the telephone.
- Ability to operate computer, typewriter, calculator, copy machine, telephone, and other office equipment with dexterity and in a safe and efficient manner.
- Ability to frequently lift and move items weighing up to 20 pounds, including office supplies and printed materials.
- Ability to climb stairs.

Operation of Vehicles, Machinery and Equipment Requirements:

- Ability to travel to a variety of locations within a reasonable time frame
- Must be able to operate office, multimedia, and computer equipment

Mental and Emotional Requirements:

- Ability to understand, and follow oral and written directions
- Ability to work independently with little direction
- Ability to concentrate to meet numerous deadlines
- Ability to establish and maintain effective working relationships with others
- Ability to make independent decisions to respond to numerous requests, deadlines, and to prioritize assignments
- Ability to exchange information
- Ability to learn the procedures functions and limitations of assigned duties