

EXCELSIOR CHARTER GROUP

JOB DESCRIPTION

TITLE: Support Specialist I

BASIC FUNCTION:

Under the direction of the supervisor or designee, this position performs a variety of general clerical, recordkeeping, and public relations activities and office support duties in order to support a safe and orderly environment for students and staff. Performs other related work as directed.

ESSENTIAL DUTIES:

- Know and be committed to Excelsior's Vision, Mission, and Values.
- May greet visitors for the purpose of conveying information or providing direction as appropriate.
- Performs record keeping and general clerical functions including but not limited to proofreading, filing, printing, copying, faxing, etc.) for the purpose of supporting school or central office operations.
- May receive, screen and distribute incoming mail to the proper recipient.
- Maintain confidentiality of materials and information.
- Answer telephone(s), direct phone calls and all individuals as necessary to appropriate person.
- Know and be able to answer questions regarding Excelsior's program.
- Operate a variety of office equipment including; word processor, computer, printer, scanner, facsimile machine, calculator, copier, etc
- Maintains supplies by checking stock to determine inventory levels; anticipating requirements; placing and expediting orders; verifying receipts; stocking items; delivering supplies to work stations.
- Assists other personnel as may be required for the purpose of supporting them in the completion of their work activities.
- Continually pursue academic and professional growth and development; always pursue academic excellence for yourself, students and parents.
- Attends staff development sessions in accordance with established policies and procedures.
- Maintains a clean, safe, and orderly work environment.
- May supervise student workers.
- Works cooperatively with office staff.
- Enters data and checks for accuracy
- Prepares and packs textbooks and curriculum materials for delivery to school sites.
- Travels to and from various school sites to pick up and/or deliver textbooks and other curriculum materials.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Laws, rules and regulations related to Charter Schools, including applicable sections of the State Education Code and Board policies or other applicable laws.
- Excelsior's programs and activities.
- Routine office procedures, methods, and equipment
- Computer and specified software applications, practical experience in Microsoft Office.
- Alphabetical, numerical and subject matter filing systems.
- English usage, spelling, grammar, and punctuation
- Principles of basic record keeping
- Principles of basic mathematics
- First Aid/CPR
- Proper lifting techniques

ABILITY TO:

- Perform routine general clerical work.
- Demonstrate outstanding interpersonal, organizational, written and verbal communication skills.
- Understand and carry out oral and written directions
- Be an active listener and have positive, professional interactions at all levels and in all situations in order to maintain effective relations with students, staff, parents and community members.
- Operate a variety of office equipment including but not limited to word processor, computer, copier, printer, scanner, facsimile machine, calculator, copier, etc.
- Frequently lift heavy items weighing up to 75 pounds.
- Meet Schedules and time lines as assigned.
- Work independently and participate as a team member in a collaborative environment.

QUALIFICATIONS:

- A High School Diploma Equivalent.
- A Valid Driver's License.
- Valid Basic First Aid/CPR Certification

WORKING CONDITIONS:

Environment:

- School campus environment, office environment and various community events
- Extensive public contact
- Busy and fast-paced school office setting

Physical Demands:

- Hearing and speaking to exchange information
- Sitting at a computer for extended periods of time
- Frequent standing, walking, bending at the waist, kneeling or crouching, carrying, reaching.
- Seeing, feeling, handling, and using repetitive motion.
- Regular heavy physical lifting up to 75 pounds.