CHICOS UNIFIED SCHOOL DISTRICT

EDUCATIONAL SERVICES ASSISTANT

DEFINITION:
Under the direction of the Assistant Superintendent of Educational Services, plans and performs a variety of highly complex, skilled and responsible administrative, secretarial and clerical support. This position is distinguished by the high degree of initiative, independent judgment in the application of established educational services policies and procedures including legal statutes, administrative regulations and bargaining unit agreements. The position requires confidentiality in the handling of written and oral assignments and the ability to multitask with strict timelines.

SUPERVISION EXERCISED:
May exercise technical and functional supervision over lower level staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

- Acts as an information source or liaison regarding policies, procedures, and operations of assigned administrative support functions.
- Conducts initial conversations or interviews in person or on the telephone with the public, employees, parents, students, vendors, and outside agencies and answers questions, interprets policies, resolves issues/problems/complaints.
- Exercises discretion and independent judgment in resolving problems. If needed, refers unexpected problems to the appropriate staff member.
- Responsible for all Public Record requests coordinating, responding and documenting.
- Makes decisions based on established policies and procedures.
- Provides administrative support and direction to program directors/managers/supervisors and provides guidance and assistance to other clerical assigned to the division.
- Researches Ed Code, California Code of Regulations, Board Policies, Administrative Regulations and other regulatory agencies’ mandates and requirements relating to assigned areas of responsibility and recaps information, determines relevance to the program and/or makes recommendations to the administrator.
- Writes, edits, proofs and publishes policies, procedures, directives, reports, manuals, brochures, bulletins, memos, letters, and other forms of communication for the administrator.
- Routinely prepares and types correspondence, requisitions, reports, Board agenda items, resolutions, contracts, applications, forms, manuals, and other related documents and information.
- Schedules meetings, conferences, travel, and appointments.
- Prepares agendas, organizes, schedules, and attends meetings, takes notes and prepares official minutes and/or summaries, and distributes as required.
- Assists in the preparation, organization and oversight of the department’s budget. Acts as a liaison to Business Services department.
- Compiles data from a variety of sources and prepares reports, summaries, charts, and timesheets, and distributes or forwards to the appropriate person for processing.
- Keeps special confidential correspondence and complex files and records, maintains control files on matters in progress, and expedites completion.
- Coordinates staff training, works with employees to correct deficiencies.
- Plan, coordinate and review the work plan for assigned staff, meet with staff to identify and resolve problems, assign work activities and projects, monitor work flow, and review work products, methods and procedures.
- Routinely designs, organizes and leads district wide meetings.
- Monitors and adjusts Intra and Inter-District enrollments.
• Monitors Central Attendance Office compliance.
• Research, compile, and analyze data and statistics using current technology tools for negotiations, salary projections, budget, and other employment areas; calculate costs for new positions, including salary, benefits, workers' compensation, and retirement costs; develop metrics and generate reports on human resources-related areas. Make recommendations based on interpreting data.
• Performs other related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge/Skills/Abilities:
• Knowledge of or ability to learn and interpret District and department policies, procedures, rules, regulations and operations.
• Knowledge of or ability to learn District organization, operations, and objectives.
• Knowledge of or ability to learn applicable sections of the California Education Code, California Code of Regulations, Government Code and other pertinent laws.
• Knowledge, skill, and ability to use proper English, grammar, spelling, vocabulary, and punctuation.
• Knowledge, skill, and ability to use a wide variety of office equipment including but not limited to: personal computers, associated software programs (including Windows, word-processing, desktop publishing, spreadsheets, graphics, presentation, and database applications), e-mail, Internet, copiers, scanners, calculators, typewriters and telephones.
• Skill and ability to independently draft district wide correspondence to school sites and families.
• Skill and ability to research information, efficiently and effective proof and edit documents, problem solve and use independent decision making.
• Skill and ability to effectively analyze situations and make a decision on procedural matters with minimal supervision.
• Skill and ability to use tact, patience, and courtesy in interpersonal relations and communicate effectively both orally and in writing; must have the ability to de-escalate situations in person and over the phone.
• Skill and ability to plan, organize, coordinate and prioritize workload to effectively manage multiple tasks and meet established timelines.
• Ability to establish and maintain effective work relations with those contacted in the performance of required duties.
• Ability to work independently in the absence of supervision and be held accountable for results.
• Ability to understand and apply technical procedures and requirements.

Experience and Training Guidelines:
Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

Experience:
• Four years of increasingly responsible administrative, secretarial, or clerical experience including statistical record keeping.

Education:
AA degree or higher preferred, with an emphasis in English, Math, Business, Accounting, or Education; Bachelor's Degree preferred
Special Requirements:

- Physical, mental, and emotional stamina to work up to an eight-hour shift under sometimes stressful conditions, with frequent distractions and interruptions including the ability to deal with angry/upset individuals in a calm and professional manner.
- Willingness and ability to travel to various district offices, buildings, and school sites.
- This type of work requires occasional and/or frequent standing, walking, sitting, bending and reaching for extended periods of time.
- Ability to work in a standard office environment.
- Ability to sit at a desk, conference table, or in meeting rooms of various configurations for extended periods of time.
- Facility to see and read, with or without vision aids, a computer screen and printed matter, and to distinguish colors.
- Sufficient hearing to understand speech at normal room levels, and to hear and understand speech on the telephone.
- Manual dexterity to operate office equipment, a telephone, and enter data into a computer using both hands.
- Ability to speak in an understandable voice with sufficient volume to be heard in normal conversation, on the telephone, and addressing groups.
- Ability to exert up to 20 pounds of force to lift, carry, push, pull, or otherwise move objects.

**Licenses and Certificates:** Possession of a valid California Driver's License.

PC – February 2021