



## EAST SAN GABRIEL VALLEY REGIONAL OCCUPATIONAL PROGRAM AND TECHNICAL CENTER

1501 Del Norte Street, West Covina, CA 91790 • (626) 962-5080 • Fax (626) 472-5125

### EDUCATIONAL SERVICES ASSISTANT

#### **DEFINITION**

Under the direction of the Director of Educational Services, serve as the communication liaison for the Department and perform a variety of administrative duties requiring specialized knowledge and independent judgment. Plan, organize, and coordinate office activities and communications to relieve the Director of routine administrative and technical details assuring smooth and efficient Department operations. This position is highly visible and requires diplomacy, discretion, initiative, and sound judgment as well as technical knowledge and abilities. This is a 12-month classified confidential position.

#### **EXAMPLES OF DUTIES**

1. Serve as the communication liaison for the Educational Services Department.
2. Assist with sorting and distribution of department mail, answer telephones, greet visitors, schedule appointments, provide routine information, and direct inquiries and visitors to designated staff member.
3. Assist with managing department goals and objectives, special projects, including planning and compiling information into a database for quick reporting.
4. Analyze, obtain, coordinate and disseminate a variety of written and electronic communication and information.
5. Provide technical information concerning policies and procedures of assignment program or office according to established guidelines.
6. Review and proof a variety of forms and materials for completeness, accuracy and conformance to established regulations and procedures.
7. Prepare computerized presentations (including graphic displays) and documents for publication to the Board and the school website as required.
8. Establish and prepare a variety of excel spreadsheets, databases, reports, forms, correspondence, and other communication documents as directed.
9. Compile and maintain electronic files and department records.
10. Coordinate, create, and manage information in databases to provide accurate and timely statistics and other data upon request.
11. Provide administrative assistance with the collection and maintenance of electronic files and records for grant funding, data reporting and WASC accreditation.
12. Initiate, develop and assist with streamlining office procedures to increase efficiency and productivity.
13. Take notes at meetings and prepare informational bulletins of procedures for distribution to various departments.
14. Interpret and explain policies, procedures, and regulations correctly.
15. Assist with appointment scheduling and travel arrangements.
16. Prepare purchase requisitions as needed.
17. Perform other duties as assigned.

## **QUALIFICATIONS**

1. High school diploma supplemented by college-level coursework in business, computer software applications, communication, marketing or related field, required. Associate's degree, highly desirable.
2. Three (3) years of increasingly responsible clerical or secretarial experience in an ROP, school district or county office.
3. Any combination of education, training and/or experience demonstrating ability to perform required duties. Years of work experience in a similar position may substitute for higher education.

## **KNOWLEDGE OF**

1. Modern office practices, procedures, and equipment.
2. Computer and business software applications, including (but not limited to) Word, Excel, Access, PowerPoint, Publisher, and email.
3. Correct English usage, grammar, punctuation, vocabulary, and spelling.
4. Effective reading, writing, and oral communication skills.
5. Interpersonal skills using diplomacy, tact, patience and courtesy.
6. Principles of effective leadership, training, and customer service.
7. Effective office principles, procedures, and practices including record-keeping techniques, telephone techniques and etiquette, filing systems and maintenance.
8. ESGVROP policies and procedures.
9. Applicable sections of State Education Code, State & Federal laws, rules, and regulations.

## **ABILITY TO**

1. Exercise sound judgment and critical thinking skills in relieving the Supervisor of administrative and technical details within a defined scope.
2. Perform highly complex, responsible and confidential duties.
3. Prepare grammatically correct written and electronic documents and files from rough drafts and verbal instructions.
4. Read, interpret, apply and explain rules, regulations, policies and procedures.
5. Prepare clear and comprehensive reports; maintain complex records.
6. Meet staff, students and the public in situations requiring tact, diplomacy and discretion.
7. Understand and follow oral and written directions.
8. Make arithmetic calculations quickly and accurately.
9. Use quick notes or other transcription methods to prepare meeting minutes from same.
10. Type at a speed which facilitates efficient document production.
11. Operate a variety of standard office equipment and machines including word processor, calculator and copier.
12. Maintain accurate detailed records and compile and prepare reports.
13. Communicate effectively both orally and in writing.
14. Train and provide work direction to others.
15. Plan and coordinate special projects.
16. Work well independently.
17. Establish and maintain cooperative and effective working relationships with others within and outside of the organization.
18. Provide excellent customer service by establishing positive relationships with school personnel, representatives from external organizations and others.

19. Promote teamwork by sharing knowledge, cooperate with others, participate in meetings and group work in support of departmental and organizational goals and objectives.
20. Promote a positive climate of interaction and communication between school staff, students, and the public.
18. Understand and carry out verbal and written directions with minimal supervision.
19. Function in situations requiring tact and discretion.
20. Maintain confidentiality.

### **PHYSICAL ABILITY**

While performing the duties of this job, the employee is frequently required to use hands and fingers to handle or feel objects, tools or controls, talk or hear. The employee is frequently required to walk and sit. The employee is frequently required to stand, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.

### **WORK ENVIRONMENT**

Employees in this classification work primarily indoors in an office environment with constant interruptions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **SALARY PLACEMENT**

Schedule T / Range 30

*This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skills, and/or abilities. Management retains the discretion to add or change typical duties of the position at any time.*