



## FRONT OFFICE ASSISTANT

### Purpose Statement

The job the Front Office Assistant was established for the purpose(s) of greeting and directing visitors, responding to inquiries from staff, the public, parents, students, etc. by providing requested information and/or referral to other parties; and, when time permits, providing general clerical support.

This job reports to the Executive Assistant of the Superintendent.

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### Essential Functions

- Answers incoming district telephone calls for the purpose of screening calls, transferring calls, gathering information, responding to inquiries and/or taking messages.
- Must be able to respond to school emergencies quickly and efficiently for the purpose of ensuring a safe environment.
- Greets employees, visitors/guests for the purpose of providing information, taking messages, and/or directing to appropriate personnel.
- Receives and distributes items within the central office and outgoing schools (e.g. courier mail, us mail, special delivery and overnight packages, supplies, messages, packets, etc.) for the purpose of ensuring receipt to addressee.
- Performs general clerical functions (e.g. scheduling, copying, faxing, data entry, filing, etc.) for the purpose of supporting office operations.
- Responds to inquiries from a variety of internal and external parties (e.g. district staff, other schools, government agencies, general public, students, etc.) for the purpose of providing information, facilitating communication among parties and/or providing direction.
- Supports the Executive Assistant (e.g. photocopying, faxing, mailings, events, meetings, etc.) for the purpose of ensuring the efficient operation of the Office of the Superintendent.
- Assists with the set-up and materials for school board meetings, and other district meetings and events to ensure accuracy and completion in a timely manner.
- Coordinates assigned projects and/or program components (e.g. conference room schedules, central office calendar, conference arrangements, etc.) for the purpose of completing activities and/or delivering services in a timely fashion.
- Maintains and updates staff mailboxes and site courier boxes for the purpose of effectively delivering information.
- Issues building cardkeys to new central office staff for the purpose of ensuring security and approved accessibility.
- Maintains inventory of supplies and materials (e.g. forms, copier supplies, etc.) for the purpose of ensuring items' availability.



# Williamson County Schools

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## Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the district.

## Job Requirements: Minimum Qualifications

### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple tasks with a need to upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: preparing and maintaining accurate records; operating standard office equipment; and utilizing pertinent software applications.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percentages, and/or ratios; read a variety of manuals, write documents in prescribed formats, and/or present information to others; and understand complex, multi-step written and oral instructions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: business telephone etiquette; and commonly accepted office application software and machines.

ABILITY is required to schedule activities and/or meetings; gather and/or collate data; and use basic, job-related equipment. Flexibility is required to work with others in a variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using defined methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with similar types of data; and utilize specific, job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is limited. Specific ability-based competencies required to satisfactorily perform the functions of the job include: maintaining confidentiality; adapting to changing priorities; working with frequent interruptions; communicating with diverse groups; and displaying tact and courtesy.

### **Responsibility**

Responsibilities include: working under direct supervision using standardized routines; leading, guiding, and/or coordinating others; and operating within a defined budget.

### **Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 90% sitting, 5% walking, and 5% standing.



**EXPERIENCE:** Job related experience is desired.

**EDUCATION:** High School Diploma or equivalent.

**EQUIVALENCY:** None Specified

### **REQUIRED TESTING:**

### **CERTIFICATES & LICENSES:**

**FLSA STATUS:**  
Non Exempt

### **CONTINUING EDUCATION / TRAINING:**

### **CLEARANCES:**

Criminal Justice Fingerprint/Background Clearance

**SALARY GRADE:**  
Classified

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