1. **IDENTIFYING INFORMATION**

Class Title: Office Assistant IV (Student Support Services Clerk)

Department: Education/Public Charter School

Division: Kamaile Academy Public Charter School

Geographic Location: Waianae, Oahu, HI

1. **INTRODUCTION**

Performs senior level clerical and administrative work that involves a wide range of functions which are substantive in nature and require evaluation of information for conformance with established requirements, laws, rules and regulations in order to determine appropriate disposition and use of judgment because problems are often not covered by standard instructions or established techniques, systems or procedures. Carries out assignments independently, and accomplishes work with substantial use of discretion and selectiveness in deviating from established processes and procedures.

The Student Support Services Clerk provides a variety of clerical support services for the Student Support Services Department.

1. **MAJOR DUTIES AND RESPONSIBILITIES** *\*Note: Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties that are not listed.*

* Sets up and maintains a variety of office files, records, registers, etc. Sets up, classifies, and files routine materials such as correspondence, forms, and reports. Locates and retrieves specific files or other materials.
* Assists in arranging for meeting sites. Prepares supportive materials and documents for meetings.
* Send out meeting notices and follow-ups on responses. Prepares meeting handouts as necessary.
* Answers the telephone and refers callers to the appropriate individual or office or takes messages. May place telephone calls to obtain desired or missing information or to contact specific individuals as directed.
* Maintains confidential files for student services, discipline, and attendance. Support staff with and
* Greets and assists visitors to the office. Provides routine information relating to the program area concerning office practices and procedures, DOE and State rules and regulations, etc.
* Composes routine correspondence such as transmittals, requests for specific information and replies to simple inquiries where the information is readily available from office files and records, using prescribed format and conforming to all rules of grammar and style.
* Compiles routine lists of specific data; performs simple computations’ make counts of various items and completes totals and other summaries.
* Compiles and organizes raw data from program report forms for data entry as instructed.
* Compiles numerical or statistical data for tables, charts, and schedules. Prepares routine reports.
* Takes inventory of technology, equipment, furniture, supplies, program materials, etc.
* Enters student information and appropriate progress data into a computerized database.
* Retrieves statistical data from the computer and organizes data as instructed.
* Types forms, printing requests, contract agreements, requisitions for repairs, requests for maintenance and office supplies as required.
* Types and prepares mailing lists, data reports, etc.
* Evaluates and processes documents according to individual circumstances where the correct course of action is not clearly defined.
* Performs extensive searches through a variety of paper and electronic files and records, extracts, refines and organizes necessary information and prepares reports.
* Evaluates various office processes and determines which may be performed more efficiently through the use of office automation; sets up databases, templates, procedures, etc. that will best meet user and office requirements.

1. **CONTROLS EXERCISED OVER THE WORK**
   1. **Supervisor:** Position is under the general supervision of the Student Support Services Director (SSSD).
   2. **Nature of Supervisory Control Exercised Over the Work:** The SSSD is available for guidance on difficulties that arise from work in progress, but the incumbent is expected to independently exercise judgment and discretion in applying accepted methods and techniques to accomplish the objectives of the activities. The SSS Clerk will work in close coordination with the Student Services Coordinator (SSC) and will receive direction on work tasks to complete, under the direction of the SSSD.
2. **REQUIRED LICENSES, CERTIFICATES, ETC.**

N/A

1. **RECOMMENDED QUALIFICATIONS**
   1. **Knowledge:** Correct English grammar; spelling; punctuation; word usage; and arithmetic; office practices and procedures; operation and maintenance of common office appliances and equipment.
   2. **Skills/Abilities:** Read and understand oral and written instructions; write simply and directly; compare words and numbers quickly and accurately; perform arithmetic computations; operate and maintain office appliances and equipment; understand, interpret and apply pertinent policies, procedures, laws, rules and regulations; deal with others in a tactful and polite manner; compose routine correspondence and other similar material.
   3. **Education:** High school diploma; associates or bachelor’s degree preferred.
   4. **Experience:** Basic Experience Requirement: Six (6) months of work experience which demonstrated knowledge of English grammar, spelling, and arithmetic; ability to read and understand oral and written instructions; write simply and directly and compare words and numbers quickly and accurately.Clerical Experience Requirement: Two (2) years of work experience which involved the performance of a variety of clerical tasks and demonstrated knowledge of office practices and procedures, and the ability to carry out procedures in clerical work systems, and operate various kinds of office equipment and technologies.
2. **TOOLS, EQUIPMENT & MACHINES**
3. **Equipment:** Ability to use computer, copy machine, fax machine, and office phone.