

Group: CUPE

Title: **Office Assistant**

Dept.: School Board Office

Location: School Board Office

**Position Description:**

Performs receptionist and school board office support duties, including providing support to information technology. This position responds to queries and concerns from the IT Helpdesk. Work is varied and requires independent judgment and initiative.

**Reports to:**

Administrator or Site Supervisor

**Direct Reports:**

N/A

**Duties & Responsibilities:**

- Acts as a receptionist and interacts on an ongoing basis with both internal and external contacts as a central information source.
- Order of and restocking of resource materials and supplies.
- Processes incoming and outgoing mail.
- Collects cash and issues appropriate receipts.
- Types files and/or duplicates a variety of materials.
- Prepares detailed reports.
- Creates surveys/questionnaires and compiles results.
- Performs computerized accounting, bookkeeping and record keeping system functions, including coding of invoices and credit card statements for processing.
- Operates various types of office machines/equipment.
- Places service calls and work orders.
- Create IT Helpdesk tickets, triage and prioritize tickets, assign tickets to IT staff and optimize web help desk use.
- Maintains on-site inventory of office supplies.
- Assists with maintaining inventory records of technology equipment and record of software application and license lists.
- Processes work and/or purchase orders.

- Takes minutes of meetings.
- Maintains and coordinates facility booking request and supports event planning.
- Provides general hospitality support at the board office.

*The above job description reflects the principle functions of the job. Other comparable or transient duties which are within the area of knowledge and skills required by the job description may also be assigned.*

## **Job Requirements: Minimum Qualifications**

### **Education & Experience:**

- Grade 12 supplemented by a program in office administration including coursework in computerized accounting, bookkeeping, word processing and data processing at the post-secondary level.
- Keyboarding - 50 w.p.m.
- Six (6) months of proven previous clerical work experience.

### **Skills & Knowledge & Abilities:**

#### **SKILLS:**

- Strong conflict resolution skills and an ability to manage difficult situations with tact and diplomacy.
- Customer service expertise, and proficiency in building relationships.
- Strong collaboration and teamwork abilities
- Proactive and initiative-driven mindset
- Effective communication, organizational and time management skills, along with attention to detail

#### **KNOWLEDGE:**

- Considerable knowledge and/or experience with computerized accounting, bookkeeping and record-keeping systems commensurate with the school's operating procedures.
- Advanced knowledge of computer software in a Windows environment, including word processing, spreadsheet, database, Microsoft Office and web-based applications.
- Knowledge and understanding of district processes in order to communicate effectively to solve practical problems.
- Specific knowledge required to perform the functions of the job captioned under the Duties and Responsibilities.
- Considerable knowledge and ability to operate and troubleshoot a variety of office equipment.

#### **ABILITY**

- Ability to maintain effective working relationships with the public, students, teachers, principals, and other employees, in addition to various outside agencies/suppliers.
- Required to perform the functions of the job

- Ability to understand and implement office procedures
- Ability to organize and prioritize workload with limited supervision including managing requests and problem-solving.
- Ability to convey information and sustain productive working connections
- Ability to take meeting minutes
- Ability to establish, organize and maintain accounting, bookkeeping and record-keeping systems.
- Ability to perform tasks requiring extended periods of concentration
- Ability to handle frequent interruptions while working
- Ability to adhere to deadlines, including flexibility and adaptability.

## RESPONSIBILITY

- Exhibit professionalism and adhere to the district mission, vision and values as outlined in the strategic plan.
- Adhere to District policies, procedures and safety protocols
- Manage confidential and sensitive information with discretion and professionalism
- Work with minimal supervision, following established practices and/or methods
- Maintain a high level of confidentiality.

## WORKING ENVIRONMENT

- Extended periods of sitting or standing in one place.
- Extended periods of keyboarding and prolonged screen time.
- Working in a fast-paced work environment, managing time constraints, navigating frequent interruptions, and handling challenging interactions with the public.
- Work is indoors in clean and well-maintained buildings.
- Work includes time pressures and constant interruptions in an often noisy environment
- Long periods requiring significant concentration
- High level of contact with students, staff, parents

## SALARY:

- Wages and employment benefits per CUPE collective agreement.

## KEY RELATIONSHIPS:

- School District 8 Staff
- Vendors
- General Public

Next scheduled revision: Fall 2029

Reviewed and agreed: October 4, 2024