

## CLERICAL ASSISTANT

**TITLE OF POSITION:** Clerical Assistant

**CONTENT AREA:** Program Operations

**IMMEDIATE SUPERVISOR:** Program Operations Manager

**WORKING HOURS:** Monday – Friday (according to program needs)

### MAJOR DUTIES/FUNCTIONS/RESPONSIBILITIES

- **Answer the phone in a professional and courteous manner.** Monitor the location of site staff and/or when they are returning. Ensure messages are accurate and distributed in a timely manner. Ensure voice mail messages are retrieved and distributed as appropriate.
- **Greet visitors and parents as they enter the building.** Ensure that all visitors have signed in and are assisted as needed.
- **Assist the FEC's as needed in entering enrollment, changes, and missing information** into ChildPlus and notifying the appropriate staff. Coordinate bus route changes with the Transportation Coordinator and provide timely follow up to the family.
- **Assist the Transportation Coordinator in distributing bus changes, field trip notices, etc** to the appropriate transportation staff.
- **Sort and distribute incoming mail**, mail from sites, faxes, and deliveries as soon as they are received. **Deliver outgoing mail** to the mailbox or post office on a daily basis.
- **Maintain current Authorization to Release for each child.** Notify the appropriate staff of any changes and print out updated Authorizations for the transportation staff and the classroom binders.
- **Mail release of information forms to requesting parties.** Give completed requests to the appropriate program personnel to be processed.
- **Assist staff in resolving various building and equipment issues** by identifying the problem and taking appropriate action. (ex. Resolving the problem, reporting it to maintenance or the Director, utilizing the maintenance agreement and/or contacting the appropriate contractor with Director approval, etc.)
- **Assist staff in maintaining an ongoing inventory system** for tracking Head Start equipment, service agreements, and warranties.
- **Maintain an appropriate inventory of office supplies** (including a sufficient inventory of stamps). Coordinate monthly ordering activities with the other sites.
- **Assist in keeping the front office, conference room, staff work areas, and the supply room(s) organized and free of clutter.** Replenish toner and paper as needed in the copiers, restock miscellaneous office supplies in the staff mail room, etc. Maintain soda machine by refilling the machine and ordering soda as needed.
- **Maintain public website and all applicable social media applications from assigned sites** to ensure relevant and new information is published in a timely manner.
- **Collect and document Inkind contributions from assigned sites.** Send staff reminders and coordinate delivery from off-sites. Verify the documentation is signed and complete. Enter into ChildPlus and check reports for accuracy by the 5<sup>th</sup> each month.
- **Assist Program Coordinators and teaching staff with various site activities** (i.e. copying and distributing information to staff and families, tracking RSVP's for programs, making follow-up calls to families, collecting monies for various events or orders).
- **Oversee the timely distribution of SB6 books to the classrooms.** Utilize parent volunteers to prepare books with the appropriate sticker, activity pamphlet, and Page Turner form. Copy and distribute the flyer provided by the event organizer.

- **Assist the Director and Program Coordinators in preparing for various training activities** (i.e. reserve training room, update maintenance calendar, prepare sign in sheets, assist with materials, equipment, and other arrangements as needed).
- **Maintain personnel files**, computerized staff tracking, the Staff Placement, and the Directory. (*Family Center Clerical Assistant*) Periodically review employee information to ensure records are current. Scan and attach documents to Child Plus personnel record. Maintain a system of notifying and following up on missing or outdated information or upcoming DCFS physicals. Enter group trainings as they occur.
- **Assist the FEC's in entering Family Outcome data and maintaining the appropriate documentation.** (Pekin Clerical Assistant)
- **Ensure that building entryways are free from snow and other hazards, the landscape and playground area are well groomed and void of any hazardous material.** Report safety concerns to the Director.
- **Respect and maintain confidentiality** of all information received in connection with work. Any infraction of this may result in immediate dismissal.

### **QUALIFICATIONS**

- ❖ Must have a high school diploma or equivalency.
- ❖ Clerical experience and / or training.

### **SPECIAL KNOWLEDGE AND SKILL REQUIREMENTS**

- ❖ Ability to communicate effectively through the use of good English language and grammar.
- ❖ Ability to communicate and interact effectively with the public, coworkers, and families.
- ❖ Ability to work with disadvantaged and low income families.
- ❖ Ability to prioritize and follow through with a wide variety of daily activities.
- ❖ Ability to type, file, and maintain proper records.
- ❖ Knowledge of proper phone etiquette, word processing, and print shop programs.
- ❖ Knowledge of fax machines, copiers, laminators, and cellular phones.

### **RECRUITMENT AND SELECTION**

- ❖ The Director and the Content Area Leader shall actively recruit for the position.
- ❖ The selection shall be based upon qualifications and experience as well as suitability.
- ❖ The Director shall recommend employment to the Policy Council for their approval.

### **SALARY RANGES AND INCREASES**

- ❖ Salary shall be based on experience, education, and comparable to similar positions.
- ❖ Salary increases shall be based upon evaluation by the Director and the Content Area Leader.

**My signature indicates that I have received a copy of this job description and accept responsibility for performing the above mentioned job duties.**

**Employee Signature** \_\_\_\_\_ **Date** \_\_\_\_\_  
(08/19)