

POSITION DESCRIPTION

Senior Residential Clerical

SECTION I: GENERAL INFORMATION

Position Title: Senior Residential Clerical	Department: Residential Programs
Immediate Supervisor's Position Title: Residential Principal	FLSA Status Non-Exempt
Pay Grade Assignment:	Bargaining Unit: Clerical Unit
General Summary of Purpose Of Job: Under limited supervision, the Senior Residential Clerical provides advanced, comprehensive administrative and specialized operational support to the district's residential education programs and serves as a central hub for inter-site coordination. This high-level role manages complex student data, oversees procurement and system support for multiple locations, provides direct main office support including emergency protocols, and ensures seamless coordination with internal and external partners for all residential students. This position requires exceptional organizational skills, technical proficiency, and the ability to act with discretion and initiative in a fast-paced environment.	

SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES:

Duty No.	Essential Duties: (These duties are a representative sample; position assignments may vary.)
1.	Manages all student enrollment processes directly at the residential site, ensuring accurate record-keeping and communication with families.
2.	Oversees complex student data management and reporting, including inputting IEP flags in the student information system, tracking IEP/disability codes, insurance settings, and due process timelines on spreadsheets, and preparing reports (e.g., Summer School report cards, progress reports).
3.	Serves as a central liaison and technical support for all residential sites, troubleshooting Skyward/Frontline issues, managing ordering and subscriptions, and disseminating critical daily communications (e.g., staff presence/absence).
4.	Manages procurement for all residential sites, including creating and processing purchase requisitions for general needs and summer programs.
5.	Coordinates extensively with Northwoods teams regarding student transportation, attendance inquiries, and general communications, proactively resolving inter-team issues.
6.	Processes and files various student-related documentation, including AJC forms, SPED documents, monthly due process paperwork and tuition agreements. Attends monthly due process meetings as requested by Supervisor.
7.	Handles incoming communication for the main office, serving as a primary administrative contact and managing high-volume inquiries, including direct contact with police officers as needed and transportation of day treatment students.
8.	Manages all transportation requests for residential students.
9.	Implements and adheres to emergency medical protocols, including being medical certified to hand out medications, setting IVs (if certified and required by protocol), and utilizing communication devices during emergencies.

10.	Manages student photo records in Infinite Campus for residential students, including coordinating unique school photos through Northwoods and photos for bus passes.
11.	Manage tuition agreements (TA), ensuring all forms are completed, submitted to the appropriate district's MARSS Coordinator, and properly filed upon receipt of signatures.
12.	Monitors students in designated areas, ensuring student safety.
13.	Communicates directly with parents about program details, student progress, and sensitive legal matters (e.g., social worker, custody issues).
14.	Assists in the training of new residential clerical staff, providing guidance on program procedures.
15.	Performs other administrative and clerical duties as assigned, such as troubleshooting office equipment (copiers) and manually entering substitution data for staff.

SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

EDUCATION/EXPERIENCE REQUIREMENTS: Minimum education and experience required to perform adequately in position could reasonably be attained only by completing the following:

X	High school diploma or GED.
	Degree Required:
X	Required Work Experience in Addition to Formal Education/Training: Minimum three (3) years of progressively responsible advanced administrative support or office management experience, preferably in a complex educational or residential setting. OR a combination of education and experience totaling (4) years.
	Required Supervisory Experience:

PREFERRED EDUCATION/EXPERIENCE REQUIREMENTS:

- Associate's or Bachelor's degree in Business Administration, Office Administration, or a related field.
- Experience in a lead worker or training capacity within an office environment.
- Direct experience with student residential programs or special education administration.

LICENSE/CERTIFICATION: (Identify licenses/certification required upon hiring:

None required.

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO PERFORM THE WORK

Knowledge

- Comprehensive knowledge of advanced office administration and record-keeping.
- In-depth understanding of student record management, including SPED, IEP, and due process.
- Proficiency in troubleshooting common software and hardware issues.
- Knowledge of medical administration protocols relevant to a school setting.
- Understanding of inter-departmental communication and coordination.

Skills

- Exceptional organizational and multi-tasking skills.
- Superior verbal and written communication skills for complex and sensitive topics.
- Advanced data entry and spreadsheet management skills.
- Strong problem-solving and critical thinking skills for technical and logistical challenges.
- Highly effective interpersonal skills for collaborating with diverse stakeholders.

Abilities

- Work independently with limited supervision, demonstrating high initiative and sound judgment.
- Prioritize and manage a high volume of complex tasks effectively.
- Maintain strict confidentiality of sensitive student, medical, and family information.
- Adapt quickly to changing priorities, technical issues, and emergency protocols.
- Provide clear, concise, and effective training and guidance to staff.
- Act calmly and effectively in emergency situations, administering care as certified.
- Serve as a central resource and coordinator for multiple program sites.

PHYSICAL REQUIREMENTS: Indicate according to the requirements of the essential duties/responsibilities

Employee is required to:	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand		√	√	
Walk			√	
Sit			√	
Use hands dexterously (use fingers to handle, feel)				√
Reach with hands and arms			√	
Climb or balance	√			
Stoop/kneel/crouch or crawl		√		
Talk and hear				√
Taste and smell	√			
Lift & Carry: Up to 10 lbs.			√	
Up to 25 lbs.		√		
Up to 50 lbs.	√			
Up to 100 lbs.	√			
More than 100 lbs.	√			
Vision Requirements:	Yes	No		
No special vision requirements	√			
Close Vision (20 in. of less)		√		
Distance Vision (20 ft. of more)		√		
Color Vision		√		
Depth Perception		√		
Peripheral Vision		√		

General Environmental Conditions:

Work is performed under normal office conditions and there are minimal environmental risks or disagreeable conditions associated with the work. The typical noise level is considered to be moderate.

General Physical Conditions:

Work can be generally characterized as:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

RESPONSIBILITY FOR DIRECT SUPERVISION OF THE FOLLOWING POSITIONS:

N/A

SECTION IV: CLASSIFICATION HISTORY AND APPROVAL

This Position Description reflects an accurate and complete description of the duties and responsibilities assigned to the position.

Signature – Human Resources

Date

Job Classification History:

Prepared by TS 5/2025

Board Approval:

Reviewed/updated:

Reviewed/updated: