

POSITION DESCRIPTION

District Support Center

SECTION I: GENERAL INFORMATION

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| Position Title: District Support Center | Department: Human Resources |
| Immediate Supervisor's Position Title: Executive Director, Human Resources and Operations | FLSA Status Non-Exempt |
| Pay Grade Assignment: | Bargaining Unit: Clerical Unit |
| General Summary of Purpose Of Job: Under general supervision, the District Support Center (DSC) Clerical serves as a vital central hub for district-wide administrative and communication operations. This role is responsible for managing critical mail and shipping services, acting as the primary district operator, and providing essential front desk support to staff, students, and the public. The DSC Clerical also plays a key role in managing student information systems, supporting online registration, and providing diverse clerical assistance across various departments, contributing significantly to the smooth and efficient functioning of the entire district. | |

SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES:

| Duty No. | Essential Duties: (These duties are a representative sample; position assignments may vary.) |
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| 1. | Manages comprehensive district-wide mailroom operations, including processing all incoming and outgoing mail (USPS, UPS, FedEx, Speedy), overseeing mail machine maintenance, and assisting with mail budget reports. |
| 2. | Serves as the primary district operator and centralized communication hub, handling all incoming phone calls, monitoring the emergency line, and triaging/responding to the general district information email inbox. |
| 3. | Operates and monitors the front door security system, coordinating building access for visitors and collaborating with the building engineer on access scheduling. |
| 4. | Provides essential front desk and visitor services, greeting and directing guests, managing DSC meeting room bookings, and ensuring calendars are updated for staff assignments. |
| 5. | Administers critical student information system data within platforms like I/C, Parent Square, and Adelle, processing census changes, student address updates, relationship changes, and guardian contact information. |
| 6. | Manages Parent Portal requests and Online Registration processes, providing direct support to parents and ensuring accurate data entry for student enrollment. |
| 7. | Enters and maintains accurate student transportation information within designated district systems. |
| 8. | Provides dedicated administrative support to the Enrollment Center, including attending meetings, assisting with individual enrollment cases, and supporting open house events. |
| 9. | Assists with budget code transfers and other related financial administrative tasks as assigned. |
| 10. | Delivers general administrative and clerical support to various district sites and departments, which may include data entry, preparing materials, assisting with Boardbook updates, and processing building work orders. |
| 11. | Supports district marketing and community outreach efforts, assisting with communications directed at community members and parents. |

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| 12. | Manages recurring daily tasks and efficiently handles increased workload volumes during peak periods, such as the beginning of the school year. |
| 13. | Performs other related duties as assigned, contributing to the overall efficiency and effectiveness of the District Support Center and various departments. |

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: | |
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| X | High school diploma or GED. |
| | Degree Required: |
| X | Required Work Experience in Addition to Formal Education/Training: Minimum three (3) years of administrative support, customer service, or office clerical experience in a busy, multi-faceted environment, preferably within an educational setting, OR a combination of education and experience totaling (4) years. |
| | Required Supervisory Experience: |

| PREFERRED EDUCATION/EXPERIENCE REQUIREMENTS: | |
|---|--|
| None required. | |

| LICENSE/CERTIFICATION: (Identify licenses/certification required upon hiring: | |
|--|--|
| None required. | |

| ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO PERFORM THE WORK | |
|--|--|
| <p>Knowledge</p> <ul style="list-style-type: none"> Principles and practices of general office administration, reception, and record-keeping. Customer service standards and effective communication techniques. Operation of multi-line phone systems and office equipment (e.g., mail machines, copiers). Basic understanding of budgeting and financial coding. Data entry procedures and information management systems. General knowledge of district operations and departmental functions. <p>Skills</p> <ul style="list-style-type: none"> Exceptional verbal and written communication skills for diverse interactions (phone, email, in-person). Strong organizational and multitasking abilities to manage varied responsibilities and prioritize effectively. Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and willingness to learn new district-specific software rapidly. Accurate data entry and attention to detail for maintaining precise records. Problem-solving skills to independently resolve inquiries and administrative challenges. Interpersonal skills to build positive relationships with staff, students, parents, and vendors. Ability to remain calm and effective in fast-paced or emergency situations. <p>Abilities</p> <ul style="list-style-type: none"> Work independently with minimal supervision and as part of a collaborative team. Handle a high volume of phone calls and in-person inquiries efficiently and courteously. Maintain confidentiality of sensitive student, staff, and district information. | |

- Adapt quickly to changing priorities and unexpected demands.
- Learn and competently operate new technology systems relevant to the role.
- Provide clear and helpful information to a diverse range of stakeholders.
- Demonstrate initiative in identifying and addressing administrative needs.

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: