



**Orange County Department of Education**  
**Human Resources Department**  
**Classified Class Specification**

**Class Code: 5080**  
**Date Adopted: 7/1/2024**

**FLSA Status: Nonexempt**  
**Union Representation: Represented**

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**School Administrative Assistant II**

**GENERAL PURPOSE**

Under general supervision, performs a wide variety of routine to moderately difficult clerical support functions in a busy school office environment, including preparation and maintenance of student records, reports, and forms; assists students and faculty with routine needs and maintains logs and documentation; regularly responds to standard inquiries and information requests from parents, faculty, students, school administrators, outside agencies, and the public; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

School Administrative Support Assistant II's are responsible for performing a wide variety of responsible clerical and office support functions in a busy school office environment, ranging in difficulty from routine to moderately difficult and requiring knowledge of OCDE policies, procedures, terminology, and practices related to areas of assignment. Work requires a significant degree of interaction with parents and students.

School Administrative Assistant II is distinguished from School Administrative Assistant III in that incumbents in the latter class typically provide administrative support to a principal and area staff or the equivalent and coordinate and organize school office work flow, in addition to performing the full range of school office administrative duties.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.*

1. Regularly interact with parents, faculty, students, school administrators and staff, OCDE officials, outside agency representatives, volunteers, vendors, and the public; answer, screen, and route telephone calls; take and distribute messages; greet and direct visitors to the appropriate school staff member; and respond to requests for routine information, questions and complaints and refer to appropriate staff member or department those issues outside scope of knowledge or authority.
2. Provides registration packets or other written information, as requested; make phone calls on behalf of faculty and administrators, including reminder calls and/or calls regarding student behavior/discipline to parents; contact other departments as necessary to ensure students receive proper services; and answer written inquiries for standard information.
3. Prepare, type, format, revise, complete, print, gather information for, and/or distribute a variety of school and student-related forms, lists, reports, slips, logs, handbooks, newsletters, announcements, correspondence, memoranda, calendars, schedules, rosters, programs, weekly and other bulletins,

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requests, and other documents; type from rough notes, drafts, and brief oral instructions; and compose routine correspondence.

4. Enter and revise data in databases and generates reports; and collect and compile information for and complete standard federal, state, local, and/or OCDE forms, reports, and records as assigned.
5. Participates in preparing, organizing, maintaining, reviewing, and updating assigned student and other related files and records; locates, retrieves, duplicates, and distributes copies of reports, forms, records, and documents, as requested.
6. In compliance with established procedures, performs clerical duties related to student attendance, enrollment, discipline, and/or other assigned matters, including one or more of the following: assists in registering and enrolling new students; assists parents to correctly complete enrollment forms; update phone numbers and addresses on registration and emergency cards; and assemble and/or participate in assembling and distributing enrollment and registration packets.
7. Open, screen, sort, process, and/or distribute incoming mail and other materials; send and receive faxes; prepare regular and bulk mailings; copy, sort, and collate various documents and materials, including large duplication orders for teachers; may maintain photocopy tally records for teachers; may distribute and post flyers; and may perform routine scheduling duties.
8. Order and maintain inventory of office and classroom supplies and materials; enter data and submit work orders for school equipment and facility repairs and follow-up with OCDE departments to ensure timely and appropriate response.
9. Ensures cleanliness and organization of school work rooms; performs routine maintenance and repairs to standard school office equipment, including copiers, printers, and/or laminators; request vendor service as necessary for maintenance and repairs; and take equipment meter readings.

#### **OTHER DUTIES**

1. May provide clerical assistance to teachers for field trips, including making field trip reservations, submitting and following up on transportation requests, and completing buy-outs and other related paperwork.
2. Track staff attendance daily; process time sheets for teachers and substitutes; prepare overtime sheets; and prepare and send documents to Payroll.
3. Fill textbook requests by pulling from storage or ordering; order and distribute student practice books; process new adoptions by inventorying, stamping, sorting, and distributing all materials; and replace damaged or lost books.

#### **QUALIFICATIONS**

##### **Knowledge of:**

1. Office administration practices and procedures, particularly as they apply to a school office.
2. Principles and practices of sound business communication; correct English usage, including spelling, grammar, and punctuation.
3. OCDE organization, functions, rules, policies, and procedures applicable to school office operations.
4. Uses and operations of a computer and standard business software, including word processing and spreadsheets.

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5. Records management, recordkeeping, filing, and basic purchasing practices and procedures.
  6. Various cultures and traditions of the students served by the school.
  7. Customer service practices, including telephone techniques and etiquette.

**Ability and Skill to:**

1. Organize, set priorities, and exercise sound judgment within areas of responsibility.
2. Operate a computer using word processing, spreadsheets, and other business software.
3. Operate other standard office equipment.
4. Perform data entry with the speed and accuracy necessary to meet the requirements of the position; and type accurately.
5. Interpret, apply, and reach sound decisions in accordance with OCDE and school policies and procedures.
6. Understand and follow written and oral instructions.
7. Prepare clear, accurate, and concise records and standard correspondence; organize and maintain office and specialized files.
8. Communicate clearly and effectively, orally and in writing; deal with sensitive and difficult situations.
9. Establish and maintain effective working relationships with administrators, staff, students, parents, the public, and others encountered in the course of work.
10. Must demonstrate attendance sufficient to complete the duties of the position as required.

**Education, Training, and Experience:**

A typical way of obtaining the knowledge, skills, and abilities outlined above is graduation from high school or a high school equivalency test and two (2) years of secretarial experience; or an equivalent combination of training and experience. Experience in a school office or similar environment is highly desirable.

**Licenses; Certificates; Special Requirements:**

Some assignments require background clearance conducted by probation department.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class.

**Physical Demands**

Employees must be able to perform the essential functions of the position with or without accommodation. Employees in this classification perform deskwork for extended periods; read written and electronic materials; communicate clearly with those contacted through the course of work (typically in person, on the phone, and via email); and access and operate all required equipment for job duties. The position may include occasional need to traverse uneven surfaces. May move items weighing up to 25 pounds.

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### **Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve administrative problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform detailed work; work on multiple, concurrent tasks often with frequent interruptions; work under deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The employee works in a busy school office environment, and the noise level can be occasionally loud.