

Job Description

Job Title: Secretary II, Operations

Position Code: UN22, MN22

Job Classification: Non-Exempt

Supervisor: Supervisor II, Transportation Operations

Pay Grade: 18S

Contract Length: 245 Days

Job Summary

Position is responsible for providing customer contact and clerical support, and maintains billing information for department field trips.

Essential Duties

1. Serves as direct clerical support for the Operations Supervisor II.
2. Inputs completed field trip information into department Field Trip Management System for billing purposes.
3. Monitors the radio net control station by receiving and relaying information to and from drivers.
4. Serves as central point of contact for school bus drivers and school bus assistants to address and direct general concerns and questions.
5. Prepares statistical tables; correspondences, meeting notes, reports, bulletins, charts, questionnaires, requisitions, and other items as needed or requested.
6. Compiles information from various sources for records and reports.
7. Maintains a regular filing system and processes incoming and outgoing correspondence as instructed.
8. Handles incoming telephone calls and refers to other staff members when appropriate.
9. Inputs all complaints, concerns, and issues into the Issue Trak system.
10. Communicates with schools to assist with student bus concerns and other Transportation information requests.
11. Distributes all inter-departmental and postal correspondence to the appropriate person.
12. Inputs and files all Exception to School Board Policy forms for bus stop changes.
13. Creates and updates various forms used by Transportation.
14. Assist in the dispatch office as needed.
15. Assist with quarterly department billing.
16. Must be available to work a variety of shifts.
17. Maintains a high level of confidentiality.
18. Models nondiscriminatory practices in all activities.

Other Duties

1. Performs other duties as assigned by appropriate supervisor.

Job Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications (Knowledge, Skills, and/or Abilities Required)

Must possess a high school diploma or GED. Must possess knowledge of standard office practices, procedures and equipment; familiarity with Mainframe and Edulog a plus. Must be proficient in Microsoft Word, Excel and Access. Must possess excellent verbal and written communication skills and have ability to establish and maintain effective working relationships with employees and the public. Ability to maintain confidentiality and demonstrate good judgment, tact and courtesy in difficult situations and with communications to the public.

Ability to organize and maintain clerical records and to prioritize workload. Must possess strong organizational skills.

Working Conditions & Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Must have the ability to sit for extended periods of time; exhibit manual dexterity to dial a telephone, to enter data into a computer; to see and read a computer screen and printed material with or without vision aids; hear and understand speech at normal levels and on the telephone; speak in audible tones so that others may understand clearly in person and on the telephone; ability to understand and follow oral and written instructions; physical agility to lift up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office environment.

Supervision Exercised: None

Supervision Received : Supervisor II, Transportation Operations

This job description in no way states or implies that these are the only duties to be performed by this employee. The Secretary II will be required to follow any other instructions and to perform any other related duties as assigned appropriate Administrators. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

Supervisor

Date

I acknowledge that I have received and read this job description.

Employee Name (Print)

Signature

Date

Revised 3/17 (JR)