



POSITION TITLE: Customer Service Office Staff

EMPLOYMENT STATUS: Part-Time

Location/Campus: DISTRICT

Reporting Agency: SERS

LICENSURE/CERTIFICATION/QUALIFICATIONS:

1. High School Diploma or GED equivalency, college-level training preferred
2. Proficient in Microsoft office.
3. Prior experience working with computers preferred

CONTRACT: Employment contract is contingent upon availability of funding; contract days determined by the school district; other terms and conditions of employment as per the School Board policies and procedures.

SALARY: Based on salary schedule and/or commensurate with experience and education.

DESCRIPTION: Under the direction of the Director of Partnerships and Family Engagement, this person will perform a variety of general clerical duties, answer phones and greet and assist students, parents, staff and visitors.

POSITION RESPONSIBILITIES:

- Perform a variety of general clerical duties including typing, filing, duplicating and distributing materials.
- Type letters, lists, memos, bulletins, reports, requisitions, flyers, forms or other materials from detailed or rough copy; compose routine correspondence; proofread completed typing assignments.
- Serve as receptionist answering telephone calls and directing calls to appropriate personnel; taking and relaying messages as appropriate.
- Receive, greet and direct visitors; respond to inquiries and provide a variety of general information to personnel, students, parents and the general public.
- Input data into an assigned computer system; maintain automated records; generate computerized lists and reports as requested.
- Prepare and maintain logs, files and records; review and verify accuracy and completeness of various documents; prepare routine reports as directed; verify and process forms and applications as needed.
- Receive, sort and distribute mail; prepare and distribute informational packets and bulk mailings as directed; receive and respond to e-mail or forward to appropriate personnel.
- Operate a variety of office equipment including a copier, fax machine, computer and assigned software.
- Follow all GOAL customer service protocols
- Be an expert on content of all FAQ's
- Serve as a point person to assist parents with the online application (be an expert on the application process)



- Communicate with personnel and outside agencies to exchange information and resolve issues or concerns.
- Assist with the activities prescribed by the Superintendent as needed.
- Attend mandatory trainings as required.
- Attend six face to face staff meetings at Mansfield lab and graduation.
- Online state mandated trainings for accreditation, ie Public Schoolworks, Child Abuse, Gifted, etc.
- Perform related duties as assigned.
- Serve as a mentor for an assigned group of students. Mentors are expected to make weekly contact in an effort to build and maintain relationships with students and their families. Weekly contact should include grades, attendance, important school events and support needed for academic success.

Metrics for success:

- Survey results on customer service responses
- Using FAQ's to answer questions instead of transferring

SKILLS, ABILITIES AND KNOWLEDGE:

- Modern office practices, procedures and equipment;
- Telephone techniques and etiquette;
- Basic record-keeping and filing techniques;
- Correct English usage, grammar, spelling, punctuation and vocabulary;
- Operation of a computer and assigned software;
- Oral and written communication skills; and Interpersonal skills using tact, patience and courtesy.
- Learn school objectives, policies, procedures and goals;
- Type or input data at an acceptable rate of speed;
- Operate a variety of office equipment including a computer and assigned software;
- Understand and follow oral and written directions;
- Establish and maintain cooperative and effective working relationships with others;
- Communicate effectively both orally and in writing;
- Complete work with many interruptions;
- Receive, sort and distribute mail;
- Maintain confidentiality;
- Model appropriate behavior around and interact appropriately with children;
- Maintain regular attendance.

PHYSICAL DEMANDS & WORK ENVIRONMENT:

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

While performing duties of this job, the employee is regularly required to sit, walk, talk, or hear, and operate a computer and other technology devices.



The employee must occasionally lift and/or move up to fifty pounds (e.g. notebooks, reports). Specific vision duties of this job include close vision.

The noise level in the work environment is relatively quiet but may escalate in group or event settings. The work environment may include exposure to disease and infections.

The employee may be required to deal with students with behavioral risks.

This position may require attendance at meetings outside of regular work hours (e.g. early morning, after school).

This position involves stress as a result of the responsibility to ensure that laws, regulations and procedural rules are followed, the responsibility of dealing with individual student concerns and maintaining student discipline, and the demands of maintaining effective communication with other staff members, students and parents.

ADDITIONAL REQUIREMENTS:

The employee shall remain free of any alcohol or non-prescribed controlled substance in the workplace throughout his/her employment at GOAL Digital Academy.

The employee must complete a satisfactory background check.

The employee shall have a valid driver's license or available transportation.

The employee is responsible for familiarizing him/herself with the GOAL Digital Academy Handbook as well as Board Policy employee expectations.

This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed by the employee.

The employee will be required to follow the instructions and perform duties required by the employee's supervisor and/or Superintendent.

This position description indicates the general nature and level of work expected of incumbent. It is not intended to be a comprehensive listing of all activities, duties and responsibilities required of incumbent. This position description is designed to illustrate the minimum requirements of the job. The performance appraisal for this position will evaluate the incumbent's ability to meet or exceed the minimum requirements of the job.

Employee Signature/Date

Supervisor Signature/Date