



JOB DESCRIPTION

Title: Administrative Assistant
FLSA Status: Nonexempt
Reports to: Student Data Manager
Compensation: \$22.03/hr.
FTE: Part Time
Schedule: 3:00 PM – 9:30 PM
Benefits: Medical, Dental, Vision, Life Insurance, FSA, Free Childcare, Vacation and Sick paid time off
Work Calendar: 12-months

ABOUT ESCUELA POPULAR

Escuela Popular (EP) began as a community-based grassroots school to address a growing need for English instruction in East San Jose and as a consequence, has been providing educational services since 1986. Within the first year of its operations, the demand for learning and schooling grew rapidly and EP continued to expand in numbers of students, classes, and services to meet the growing needs. EP currently has 3 academies; K-8- grade Dual Language Academy, 9-12- Grade Youth Academy, and 9-12- Grade Adult in the PM and AM academy. Our school is open from 7 AM to 11 PM.

POSITION SUMMARY

Under general direction, the Administrative Assistant is responsible for performing a wide variety of general clerical duties in support of specific functions and programs within the site or department assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities may include, but are not limited to the following:

- Performs a wide variety of routine clerical work including filing, checking, tracking, recording information on records.
- Sorts and files documents and records, maintaining alphabetical index and cross-reference files.
- Acts as a receptionist.
- Answers the telephone and assists the general public, students, parents, and school staff by giving information on school programs and assigned program policies and procedures.
- Screens calls and visitors, and refers inquiries as appropriate.
- Schedules meetings, inspections, and appointments as assigned.
- Receives, sorts, and distributes incoming and outgoing correspondence and mail.
- Makes referrals to services and programs available at the school.
- Receives, issues, and processes various applications, enrollment forms, and other forms.
- Maintains and updates mailing lists.



- Creates, types or enters data, proofreads, and processes a variety of documents including but not limited to general correspondence, memos, audio recordings, verbal instruction, etc. using computer software applicable to assignment.
- Operates a variety of office equipment including but not limited to a copier/printer, fax machine, computer, and assigned software.
- Receives and responds to questions and problems related to the operation of computers, software, copiers/printers, and other office equipment.
- Develops and maintains spreadsheets, databases, and other automated systems.
- Composes routine correspondence independently.
- Conducts research of records, programs, processes, procedures, office equipment, office supplies, office services, and resources.
- Coordinates and maintains records, transfer logs, and stores file inventories for the required timeframe of retention.
- May assist in the support of a board meeting including but limited to posting legal notices, agendas, and assembling board materials as assigned.
- May coordinate or participate in the preparation for meetings, presentations, and events.
- May receive and file contracts and other documents.
- Receives and delivers interoffice mail (incoming and outgoing) including lifting and carrying large packages.
- Builds and maintains positive working relationships with co-workers, school employees, and the public using principles of good customer service.
- Processes documents, forms, mailings, and materials (e.g. requests, bus passes, etc.) to disseminate information and complete requests.
- May post and maintain information on departments' intranet and/or school's internet website pages.
- Evaluates situations (e.g. involving other staff, students, parents, the public, police, probation department, etc.) to take appropriate action and/or direct to appropriate personnel for resolution.
- Assist with COVID-19 student/staff testing and record keeping.
- Punch and approve for all hours worked in the school's information system, Paylocity.

Other:

- May telecommute with the approval of the supervisor when needed.
- May attend and/or participate in school and community events as necessary with supervisor's approval.
- Performs other duties as assigned.
- Participates in mandatory all-staff meetings.

REQUIRED EDUCATION, EXPERIENCE, AND TRAINING

Any combination of experience and training that would likely provide the required knowledge, skills, and abilities is qualifying.

- High School Diploma or equivalent. (Required)



- Associate's degree from an accredited college or university with major course work in Education, Business Management, Public Administration, or a closely related field. (Highly Preferred)
- Minimum of three (3) years of clerical or administrative experience. (Highly Preferred)
- Bilingual in English and Spanish. (Required)

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Computers, computer commands, peripherals, and various operating systems.
- Variety of computer software programs, including Microsoft Word, Excel, PowerPoint, Google suite, and databases.
- Basic mathematical calculations.
- Methods of collecting and organizing materials, data, and information.
- Correct English and Spanish usage, grammar, spelling, punctuation, and vocabulary.
- Read a variety of manuals, write documents following prescribed formats, and present information to others.
- Office practices and procedures that involve the operation of standard office equipment such as a computer, copier, fax, associated equipment, etc.
- Applicable laws, rules, and regulations.
- Inventory practices and procedures.
- Time management with proven ability to meet deadlines.
- Management skills.
- Strong written and interpersonal communication skills.
- Problem solving and critical thinking skills.
- School policies, procedures, and regulations.
- Business telephone etiquette.
- Read a variety of manuals, write documents following prescribed formats, and present information to others.
- School programs offered by Escuela Popular.
- School policies and practices with regard to person and property safety, visitors on campus, and student code of conduct and discipline.
- Master Class Schedule, Bell Schedule, and school/student calendar.
- Effective interpersonal and customer service skills.

Ability to:

- Use independent judgment in the exercise of daily responsibilities.
- Work with a high degree of accuracy and maintain detailed and accurate records.
- Troubleshoot hardware and software problems as and/or if needed.
- Exercise independent judgment in correcting errors or omissions.
- Handle multiple tasks and priorities.
- Work effectively under deadlines and pressure.
- Adjust quickly and well with changes.
- Execute and manage projects requiring significant attention to detail.



- Be a team player, leader, and open-minded.
- Communicate clearly and effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work and build strong working relationships.
- Learn, interpret, apply, and explain laws, rules, regulations, policies, and procedures.
- Prepare and maintain a variety of manual and automated records, reports, and files.
- Work independently with little direction.
- Communicate, interact, and work effectively and cooperatively with all people including those from diverse ethnic and educational backgrounds.
- Maintain a firm but a courteous attitude toward individuals.
- Communicate effectively with school personnel, parents, and students while complying with the confidentiality requirements in local, state, and federal policies and status.
- Act with integrity, professionalism, models school standards of ethics, and maintain strict confidentiality of student or staff information.
- Work in an atmosphere where interruptions occur frequently and priorities are often modified.
- Understand and follow specific instructions and procedures.
- Demonstrate a willingness to offer and receive suggestions/feedback.
- Use diplomacy with students, parents, staff, and the public.
- Demonstrate an awareness of the social-economic and ethnic makeup of the community.
- Promote community responsibility among students.
- Learn and apply the correct restraint of a student who may be a physical threat to himself/herself or others if CPI certified.
- Implement verbal de-escalation and preventive measures.
- Report to work on a regular and punctual basis on the HR Information System.
- Operate office equipment such as computers, including software, information systems, phones, copiers, etc.
- Provide exceptional customer service to both internal and external individuals.
- Perform a variety of responsible clerical duties in support of department operations including but not limited to maintenance of appropriate records and preparation of general reports.
- Provide exceptional customer service to both internal and external individuals.
- Sit at a desk and/or stand at a counter for long periods of time.
- Intermittently twist and reach for office equipment.
- Learn services and resources available to students, parents, and Staff.
- Learn to use a variety of software systems.
- Type at a speed necessary for successful job performance.
- Verify and check files and data.
- Track projects.
- Use initiative and sound independent judgment within established guidelines.
- Prioritize work and coordinate several work activities.
- Learn organization, procedures, and operations of the site or Program as necessary to assume assigned responsibilities.
- Understand, interpret, apply, and explain school and department policies, procedures, and practices.



- Learn services and resources available to students, parents, and staff.
- Explain, observe, identify, and problem solve office operations and procedures for students, parents, and staff.

Each of these essential tasks must be performed individually and unassisted by other persons, since this position requires the ability to work alone.

PHYSICAL DEMANDS

Employees must be able to maintain physical condition necessary for sitting, walking, and standing for extended periods of time; some stooping, crawling, crouching, and climbing; maintain concentration and the capability to make sound decisions; maintain effective audio/visual discrimination and perception to the degree necessary for the successful completion of assigned duties. Potential hazards include contact with dissatisfied or abusive individuals.

Generally, the job requires 81% sitting, 6% walking, and 13% standing. Sufficient strength, stamina, physical ability and mobility to maintain rigorous work schedule requiring continuous physical exertion by performing manual labor including lift, carry, push and/or pull or otherwise move moderately heavy to heavy loads up to 10 pounds.

Never: 0%	Frequently: 34% - 66% (up to 6 hours)
Seldom: 1% - 10% (less than 45 minutes)	Continuously: 67% - 100% (greater than 6 hours)
Occasionally: 11% - 33% (up to 3.0 hours)	

WORK ENVIRONMENT

This position will include indoor and outdoor work (classroom, offices, cafeteria, eating area, common area, auditorium, playground(s), restroom(s), stairs if applicable, roof(s) and parking lot(s)) and/or shop environment including confined spaces with the following possible exposures: dust; wind; sun; insects; chemicals including hazardous chemicals, solvents and oil; fumes from chemicals and odors; grease; bloodborne pathogens and biohazardous waste; variances in temperature; variances in weather conditions (snow, rain, sleet, etc.); electrically and mechanically operated equipment with moving parts; noise which can range from quiet to loud at any given time; playground projectiles such as baseballs, footballs, basketballs, etc.; intervening physically to stop conflicts between angry or emotionally upset students; and dealing with students, parents, employees and the general public who may exhibit unpredictable or anti-social behavior.

Right to Revise:

This job description is not meant to be all-inclusive and the school reserves the right to revise this job description as necessary without advance notice.



The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer without notice.