



<b>JOB TITLE</b>	<b>DEPARTMENT</b>	<b>REPORTS TO</b>
Student Assignment Lobby Clerk	Student Assignment	Director of Student Assignment

<b>Position No:</b> 73092	<b>Length of Work Year:</b> 12 Months
<b>Salary Schedule:</b> C17	<b>Date Approved:</b> 8/26/97
<b>FSLA:</b> Non-exempt	<b>Date Revised:</b> 1/20/23

<b>JOB GOAL</b>
This position involves working with a variety of clerical tasks that may require independent judgment and knowledge of rules, regulations and procedures. The position requires an individual who can effectively multitask and service a diverse clientele.

<b>MINIMUM QUALIFICATIONS</b>
<ol style="list-style-type: none"> <li>1. High school diploma or equivalent Bi-lingual preferred</li> <li>2. Knowledge of Business English, spelling, punctuation, mathematics and modern office practices and procedures.</li> <li>3. General office skills, word processing and data entry proficiency tests.</li> <li>4. Exceptional customer service and confidentiality practices</li> <li>5. Ability to perform the functions of the position.</li> </ol>

<b>DUTIES AND RESPONSIBILITIES</b>
<ol style="list-style-type: none"> <li>1. To assist parents to submit applications through the online application system</li> <li>2. To direct families to the appropriate departments to finalize student school placement.</li> <li>3. To assist Student Assignment Operators and Specialist with arranging appointments and customer service support.</li> <li>4. To assist schools, administrators and other departments with questions regarding online application processes               <ul style="list-style-type: none"> <li>. To sort and file in accordance with established filing system.</li> </ul> </li> <li>6. To input basic data entry for assignment and enrollment processes</li> <li>5. To answer incoming calls and make proper transfers; place outgoing calls as well as inter-office calls as required.</li> <li>6. To keep front office lobby orderly and greet each customer.</li> <li>7. To answer routine non-technical questions and refer other questions to the proper persons.</li> <li>8. To furnish information to the public as directed and attend outreach events as needed</li> <li>9. To have a clear understanding of the Student Assignment policies and procedures.</li> <li>10. To keep records, prepare summaries, and compile reports.</li> <li>11. To perform assigned tasks in a timely and efficient manner, with a high standard of quality</li> <li>12. To keep current with email correspondence, memoranda, reports and other documents.</li> <li>13. To perform other work-related duties as assigned by Supervisor.</li> </ol>

<b>PHYSICAL DEMAND CLASS:</b>
Light-Medium (LM) - Frequent lifting and carrying of objects weighing 20 pounds or less. Infrequent lifting and carrying of objects weighing 21-50 pounds. Frequent walking and/or standing is required to carry out duties.