

## **SAN MATEO COUNTY OFFICE OF EDUCATION**

### **CLASS TITLE: SUPPORT SERVICES TECHNICIAN**

#### **BASIC FUNCTION:**

Under the direction of the Manager, Transportation, perform varied and responsible secretarial and administrative assistant duties in support of County Office transportation functions; serve as a liaison and coordinate transportation communications and information between the County Office, bus contractor, parents, staff, faculty, students and others.

#### **REPRESENTATIVE DUTIES:**

##### **ESSENTIAL DUTIES:**

Perform varied and responsible secretarial and administrative assistant duties in support of County Office transportation functions; coordinate flow of student transportation-related communications and information; assure smooth and efficient office operations

Serve as a liaison between the County Office, bus contractor, parents, staff, faculty, students and others concerning transportation functions; research, investigate and resolve parent, teacher, contractor and student transportation issues, complaints and conflicts in a proper and timely manner.

Serve as secretary to the Manager, Transportation; perform public relations services for the Manager, Transportation; receive, screen and route telephone calls; take, retrieve and relay messages as needed; monitor and respond to two-way radio communications as needed.

Prepare and maintain a variety of records, logs and reports related to students, late buses, absences, bus service requests, routes, citations, suspensions, payroll, enrollment, financial activity and assigned activities; establish and maintain filing systems.

Provide assistance in meeting the transportation needs of individual students; identify and locate appropriate individuals to receive students from buses as needed; assist with coordinating response to bus accidents or incidents according to established policies and procedures.

Input and update a variety of student, transportation and other data in an assigned computer system; establish and maintain automated records and files; initiate queries, develop spreadsheets and generate a variety of computerized reports.

Compose, independently or from oral instructions, note or rough draft, a variety of materials such as letters, forms, reports, memoranda, spreadsheets and other materials; proofread, revise and verify accuracy of documents.

Research, compile and verify a variety of student, transportation and other data and information; prepare

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and process a variety of forms and applications related to transportation functions; duplicate and distribute materials as needed.

Serve as an informational resource concerning student transportation functions; respond to inquiries and provide information concerning related routes, schedules, standards, requirements, practices, policies and procedures.

Receive and respond to complaints concerning student behavior issues; research related incidents and recommend appropriate disciplinary actions such as bus suspensions and warnings in accordance with established policies.

Monitor inventory levels of office supplies; order, receive and maintain appropriate levels of inventory as required; process purchase orders.

Participate in the processing of office payroll to assure employees are paid in an accurate and timely manner as directed.

Operate a variety of office equipment including a calculator, copier, fax machine, computer and assigned software; arrange for office equipment repairs as needed; utilize a two-way radio.

Attend and participate in various meetings and in-services as required.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Modern office practices, procedures and equipment.
- Policies and objectives of assigned programs and activities.
- General terminology, practices and procedures of a transportation office.
- Record-keeping and filing techniques.
- Business letter and report writing, editing and proofreading.
- Telephone techniques and etiquette.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Principles and practices of data processing.
- Interpersonal skills using tact, patience and courtesy.
- Operation of a computer and assigned software.
- Oral and written communication skills.
- Methods of collecting and organizing data and information.
- Mathematic calculations.

**ABILITY TO:**

Perform varied and responsible secretarial and administrative assistant duties in support of County Office transportation functions.

Serve as a liaison and coordinate transportation communications and information between the County Office, bus contractor, parents, staff, faculty, students and others.

Research, investigate and resolve parent, teacher, contractor and student transportation issues, complaints and conflicts in a proper and timely manner.

Compose correspondence and written materials independently or from oral instructions.

Type or input data at an acceptable rate of speed

Answer telephones and greet the public courteously.

Complete work with many interruptions.

Compile and verify data and prepare reports.

Maintain a variety of records, logs and files.

Utilize a computer to input data, maintain automated records and generate computerized reports.

Establish and maintain cooperative and effective working relationships with others.

Meet schedules and time lines.

Work independently with little direction.

Communicate effectively both orally and in writing.

Add, subtract, multiply and divide with speed and accuracy.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school and four years increasingly responsible clerical or secretarial experience involving frequent public contact including some work with student transportation functions.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

Constant interruptions.

**PHYSICAL DEMANDS:**

Hearing and speaking to exchange information in person or on the telephone.

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Sitting or standing for extended periods of time.

Bending the waist, kneeling or crouching to file and retrieve materials.

Reaching overhead, above the shoulders and horizontally.