

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM
CLARKSVILLE, TENNESSEE
JOB DESCRIPTION**

**Job Title: Administrative Assistant I -
Professional Development/
Continuous Improvement**

**Department: Professional
Development Center**

**Grade E
H.P.D. 8
D.P.Y. 260**

Job Description

Date Reviewed: January 2012

**Reports To: Professional
Development Coordinator**

Purpose of Job

This position assists in the operation of the Professional Learning Activities Network, providing operational and technological support of training/professional development activities for Classified Staff for the Professional Development Section, at the district's Professional Development Center. In addition, it provides administrative assistance in support of the district's Continuous Improvement System, providing general support to the district's Management Representative and Continuous Improvement Coordinator.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Is a halftime operator of the district's online professional development management system or PLAN (Professional Learning Activities Network) for Classified Staff and provides daily operational oversight, input and troubleshooting of program. Maintains PLAN to include the accurate input of classified information, professional development course offerings, training activities, and classified attendance and profiles. Provides halftime administrative support to the district's Continuous Improvement System, maintaining accurate record of district policies, procedures, work instructions, and forms and providing administrative support to the Management Representative, Continuous Improvement Coordinator, and Management Review Team.

Daily operational activities associated with the operations of the PLAN system include, but are not limited to, the following:

- Sets up and maintains workflows required to create classes for Classified Staff;
- Sets up and maintains appropriate system groups associated with workflows;
- Assigns and maintains administrative groups to ensure integrity of system access;
- Develops reports to meet needs of Professional Development Section;

- Develops non-class evaluation surveys on PLAN and run summary reports;
- Uses MUNIS to determine PLAN user demographic issues;
- Replicates user problems on stage site and communicates issues to vendor for appropriate resolution; communications resolution back to user;
- Monitors and responds to PLAN Help e-mails;
- Conducts training for classified staff on the use of the PLAN;
- Communicates unresolved issues to professional learning activities network service provider and conducts appropriate follow up;
- Participates in vendor webinars to remain current on system topics and learn from other product users.

Regularly communicates and supports the work of Department Directors, Principals, and Human Resources staff as related to classified staff training needs.

Troubleshoots the program regarding irregularities and functionality problems and communicates with the appropriate technology program manager or service provider to maintain program accuracy.

Regularly communicates with all Classified Staff groups in the school district regarding use PLAN and assists them as needed.

Maintains accurate attendance and training completion records for Classified Staff.

Inputs training session/course offerings to PLAN. Monitors work flow and program content for accuracy. Follows up with appropriate PLAN Developers to correct inaccuracies or resolve discrepancies.

Assists Professional Development Coordinator and Professional Development Facilitator with operations and activities of the Professional Development Center with focus on developing and implementing training activities for Classified Staff.

Maintains required documentation for the Continuous Improvement System, to include manuals, procedures, forms, work instructions, administrative policies and training manuals.

Prepares documents (policies, procedures, forms, work instructions) for posting to the district master document and external document lists and coordinates the posting of such documents to the district website.

Maintains the retention record for district documents.

Prepares final drafts of work instructions, procedures and administrative policies for approval.

Provides administrative assistance for the Management Review and Employee Anchor Team meetings, to include meeting agenda, minutes, and related materials.

Provides administrative assistance in support of the Internal Quality Audit Program.

Cross-trained to perform a myriad of functions in the absence of co-workers, to include, but not limited, to the following:

- Assist with work section operations/activities, to include providing clerical, secretarial, and administrative support for all activities associated with classified staff professional development and training and the district's Continuous Improvement system;
- Compose, prepare and/or generate routine correspondence, letters, forms, reports and other documents via computer and/or typewriter;
- Greet visitors, ascertain nature of business, assist and/or direct visitors to appropriate person. Respond to routine requests for information or assistance from members of the staff, the public or other individuals;
- Answer telephone calls, determine nature of calls and routes appropriately and/or provide information or take messages. Respond to routine requests for information or assistance from both internal and external customers; and
- Assists with the operation of a variety of routine office equipment.

Additional Job Functions

Performs other duties as required.

Minimum Training and Experience Required to Perform Essential Job Functions

High School Diploma (or GED) required, with three to five years of general office and bookkeeping experience, preferably within a similar environment (or related), knowledge of complex computer operations to include word processing and spreadsheets and the ability to troubleshoot or solve problem within computer programs; or any equivalent combination of education, training, and experience, which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE OF JOB

Has general knowledge of the policies, procedures, and activities of the School System and practices as they pertain to the performance of duties relating to job duties. Has working knowledge of Professional Development practices and terminology, principles, and methods utilized within the department as necessary to complete daily responsibilities. Is able to assist in promoting departmental and work section effectiveness and efficiency and to keep abreast of changes in policy, methods, computer operations, equipment needs, etc. as they pertain to work activities. Is able to effectively communicate and interact with subordinates, supervisors, members of the general public and all other groups involved in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Has good organizational, management, human relations, and technical skills. Is able to use independent judgment and discretion including the handling of emergency situations, determining and deciding upon procedures to be implemented, setting priorities, maintaining standards, and resolving problems. Has the ability to comprehend, interpret, and apply regulations, procedures and related information. Has the mathematical ability to handle required calculations using percentages and decimals. Is knowledgeable of and proficient with computers. Is able to read, understand and interpret financial reports and related materials.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of office machines and equipment such as copiers, computers, printers, telephones, etc. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to forty pounds of force occasionally, and/or up to twenty pounds of force frequently. Physical demand requirements are at levels of those for active work. Must be able to lift and/or carry weight of twenty to forty pounds.

DATA CONCEPTION: Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability of speaking and/or signaling people to convey or exchange financial and administrative information. Includes giving assignments and/or directions to co-workers.

LANGUAGE ABILITY: Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the Professional Development Center. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the operations of the Professional Development Center.

VERBAL APTITUDE: Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight; and utilize statistical inference.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually with equipment.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes in using automated office equipment.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have average levels of eye/hand/foot coordination.

COLOR DISCRIMINATION: Requires the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under moderate stress when confronted with emergencies situations related to the operations of the Professional Development Center.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

ATTENDANCE: A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Date

Date