



Job Title: **Communications Staff Assistant**

Department: **District Office**

Supervisor: **Director of Public Communications**

Lane Placement: **ESP Lane 11**

Schedule: **8 hrs / 242 days**      Evaluation Group: **JCES 8**

FLSA Classification: **Non - Exempt**

## **JOB DESCRIPTION**

Under the supervision of the Director of Public Communication, the Communications Staff Assistant functions as the District's chief customer service representative. Incumbent anticipates needs of patrons and responds to all requests in a timely fashion. Incumbent has primary responsibility for creating an impeccably courteous and professional District-Office environment, and for executing service that is second to none. Incumbent seeks opportunities to create memories for patrons and employees by anticipating needs, exceeding expectations, and building relationships.

## **ESSENTIAL FUNCTIONS**

- Conducts all business as an ambassador of the District—with integrity and in a professional manner at all times.
- Approaches all encounters with employees, guests, and patrons in a gracious, attentive, courteous, and service-oriented manner.
- Assists in fielding inquiries from the press and making arrangements for press visits to the District for interviews, filming, etc.
- Maintains knowledge about District policies and procedures and answers questions within guidelines.
- Assists with the development, maintenance, updating, editing and proofing of District social media sites (Facebook, Twitter, etc.) as directed.
- Uses computer electronic mail to relay messages and respond to patrons.
- Oversee and supervises District “concierge desk” that provides visitors and patrons with hard-copy and electronic information about District programs, schools, local attractions, city/county/state government contact information and services, and real estate/housing information.
- Supervises and trains District Office receptionists.
- Assists with training and coaching of school and department secretaries in customer service and communication skills.
- Coordinates and helps with the hosting of District-level meetings, including the greeting of patrons at Board of Education meetings. A minimum of two evening meetings required each month; other early morning or evening assignments may be required.
- Assists with registration tables at District-hosted conferences and events as directed.
- Assists with the ordering, deliver, and set-up of food delivered by caterers for Board meetings and other District functions.
- Schedules conference rooms and prepares and distributes schedule of meetings and events.
- Assists Board members, District Office staff, and patrons with requests for tickets or passes to extracurricular sports, drama/music productions, reservations at high school culinary arts restaurants, and foundation events.
- Assists with District newsletter and other mailings as directed.
- Reviews weekly and monthly calendars to be knowledgeable about events in order to answer questions intelligently and accurately.

- Maintains list of all District employee birthdays and coordinates birthday celebrations for employees as directed.
- Assists the Superintendent and other District staff in preparing and delivering thank-you notes, congratulatory notes, condolences, and other greetings to District employees, students, parents, and other stakeholders.
- Performs general clerical duties as time allows and needs arise (e.g. reports, proofreading, filing).
- Predictable and reliable attendance.

During times of state or district emergency, all employees may be required to perform additional duties that are not required on a normal basis in support of educational and operational priorities. e.g. Performs general cleaning and sanitizing of work areas, provides remote assistance to students and staff, and any other reasonable duty as needed.

### **NON-ESSENTIAL FUNCTIONS**

- Other duties as assigned.

- This description should not be construed to contain every function/responsibility that may be required to be performed by an employee assigned to this position.
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- The requirements listed below are representative of the education, knowledge and experience requirements; the machines, tools and equipment used; background; and any licenses or certifications required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

### **QUALIFICATION REQUIREMENTS**

- Incumbent must be fingerprinted and clear a criminal backgrounds check.
- Bachelor's degree in Communications or related field required.
- Must demonstrate competence in proof reading, editing, writing, and mathematics.
- Requires ability to communicate orally and in writing with precision in grammar, punctuation, and spelling.
- Requires outstanding interpersonal skills. Extensive interaction with parents, the public, administrators, teachers, and vendors in answering calls and greeting visitors.
- Requires ability to recall data and information with accuracy. Experience working and interacting with the press, either electronic or print, preferred.
- Must demonstrate competence in use of computers, including proficiency with Microsoft Word programs (Word, Excel, etc.).
- Must possess good sense of humor and ability to work in a fast-paced, executive office environment with very high expectations.
- Must possess outstanding organizational skills, strong time management skills, and the ability to juggle and manage multiple tasks.

**NOTE: The Administration reserves the right to require specific training for this position. However, depending upon the type and quality of prior work experience and availability of formal training programs, some exchanges can be made between training and experience.**

### **PHYSICAL REQUIREMENTS---Not limited to the following:**

- Physical ability to perform the essential functions listed above with or without reasonable accommodation.
- Requires the ability to lift a minimum of ten (10) pounds.
- Possess the physical, mental, and emotional stability to work under stressful conditions, including but not limited to: deadlines, contract requirements, inspection requirements, and interaction with critical personnel.

**Note:** This list of essential and marginal functions and of physical requirements is not exhaustive and may be supplemented in accordance with the requirements of the job.

All employees are required to participate in the District evaluation process.  
It is the employee's responsibility to review and adhere to all district policies and procedures.  
This information may be reviewed at [www.canyonsdistrict.org](http://www.canyonsdistrict.org)

ADA \_\_\_\_\_

HR \_\_\_\_\_

Effective date: 6/8/2020