

Vail Unified School District
Job Description

Job Title: COMMUNITY PROGRAMS OFFICE MANAGER

Department: Community Programs

Reports To: Director

FLSA Status: Exempt

Level: 21

Approved: October 23, 2018

SUMMARY

The Community Programs Office Manager performs a wide variety of assignments from confidential to supervisory with minimal supervision on behalf of the principal or director.

ESSENTIAL DUTIES, AND RESPONSIBILITIES include the following. Other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Maintains databases and spreadsheets, as assigned.
- Maintains software including: updates, creation, and management of programing, fees, schedules, and reports.
- Evaluates current and future software needs for the department.
- Generates periodic reports requested by Community Programs Director, Regional Site Directors, and Site Directors.
- Over-sees the department website.
- Responds to inquiries and requests of staff, families and community.
- Communicates and provides support to parents regarding registration, payment options, statements, collections and software assistance.
- Communicates and provides support to Site Directors regarding the navigation of the software program and general technology assistance.
- Assists and oversees all billing, including point of sale and automatic credit card payments (UnityFI), collections, tracking discounts, NACCRRRA/DES reimbursements, and scholarships.
- Coordinates all record-keeping, including maintaining sign in/out sheets for billing purposes and for child, staff and site files to include following state requirements for retention.
- Processes and maintains information for DES and other subsidies. Represents department as the liaison and contact for third-party inquiries, billing issues, and yearly contracts. Necessary monthly on time billing and adjustments of fees and copays to family accounts.
- Develops and maintains respectful and positive relationship with all staff

within Community Programs, with other district staff, students, parents and the community.

- Serves as a resource to students, staff, and public.
- Communicates information to employees regarding changes to District policies, benefits, and other employment issues.
- Assists with the creation and facilitation of all out of school time camps and activities.
- Creates PowerSchool student accounts to assist with food service accounts.
- Maintains an organized and visually pleasant office.
- Streamlines office procedures and paper flow.
- Assists with ordering supplies.

SUPERVISORY RESPONSIBILITIES

This position will supervise Community Programs office staff.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE

- High school diploma or general education degree (GED)
- Three to five years of progressive clerical/administrative assistant experience
- Minimum one year of experience using word processing, database, and spreadsheet applications.
- Or any equivalent combination of skills, experience, and/or training as deemed suitable by the Director of Community Programs.

LANGUAGE SKILLS

Ability to listen and obtain clarification. Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to speak effectively to students, parents, employees, and members of the community. Ability to write routine reports and correspondence. Ability to communicate effectively with individuals with diverse backgrounds and needs.

CUSTOMER SERVICE SKILLS

Ability to manage difficult or emotional student or customer situations. Responds promptly to customer needs, solicits feedback to improve service. Responds to requests for service and assistance. Meets commitments.

ETHICS, JUDGEMENT, PROFESSIONALISM

Treats others with respect and dignity. Upholds organizational mission, vision, and values. Demonstrates willingness to make decisions. Exhibits sound and accurate judgment. Supports

and explains reasoning for decisions. Includes appropriate people in decision-making process. Makes timely decisions. Approaches others in a respectful manner. Reacts well under pressure. Accepts responsibility for own actions.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to apply concepts such as fractions, percentages, rates, ratios and proportions to practical situations. Ability to draw and interpret graphs.

REASONING ABILITY

Ability to apply common sense, understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully, developing alternate solutions. Works well in group problem solving situations. Uses reason when dealing with emotional topics and situations.

CERTIFICATES, LICENSES, REGISTRATIONS

- Must be able to obtain and maintain a valid Arizona Fingerprint Clearance Card.
- Must submit a report of a negative Mantoux skin test administered no later than 12 hours after the employment start date; or a physician's written statement that the employee is currently free of tuberculosis.
- Must maintain a valid Arizona driver's license and proof of minimum coverage in automobile insurance.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to climb or balance and stoop, kneel, crouch, crawl. The employee is occasionally required to taste, or smell. The employee must regularly lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Work is typically performed in an office setting. Infrequent activity is outdoors in all types of weather, including direct summer sun and heat. The noise level in the work environment is usually moderate.

TRAVEL

This position requires the employee to be able to travel efficiently between the District Office and school sites. Travel is occasional in the local area with infrequent trips within the state.