



**Job Title:** **Administrative Assistant, All**

**Department:** Department-specific  
**Reports To:** Department or Office Leader  
**Grade:** Administrative Assistant I: CA-05  
Administrative Assistant II: CA-08  
Administrative Assistant III: CA-09  
Administrative Assistant IV: CA-12  
**Number of Days:** Varies  
**Overtime Status:** Non-exempt  
**Last Revised Date:** September 4, 2019

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**Mission and Vision:** Tulsa Public Schools is the destination for extraordinary educators who work with our community and families to ignite the joy of learning and prepare every student for the greatest success in college, careers, and life. Our mission is to inspire and prepare every student to love learning, achieve ambitious goals, and make positive contributions to our world.

**Core Values:** Our core values guide how we work and interact with each other at every level of the organization. We embrace and embody these values every day.

- **Equity:** All children deserve the opportunity to develop their full academic and social potential. Our diversity is a community treasure, and we must foster an inclusive environment by examining biases and resolving unfair practices.
- **Character:** We are honest, trustworthy, and have high standards of behavior. We do the right thing even when it is hard. While we do not always agree, we treat one another with kindness and respect.
- **Excellence:** We work hard together and expect a lot of one another because high standards produce exemplary knowledge, skills, abilities, and mindsets.
- **Team:** We care for one another, support the personal and professional development of one another, and work together to improve our community.
- **Joy:** Joy at school and at work makes us more productive because when we create, innovate, and imagine, our motivation grows. We want to ensure that everyone knows the excitement that comes from working deeply on a problem, task, or concept and experiencing breakthrough moments.

**Position Summary:**

*Administrative Assistant I:*

To ensure the smooth and efficient operation of the department by performing a variety of complex secretarial duties.

*Administrative Assistant II:*

To ensure the smooth and efficient operation of the department by performing a variety of increasingly complex secretarial and administrative support duties.

*Administrative Assistant III:*

Responsible for all administrative functions relative to the educator effectiveness and professional learning department; responsible for duties which encompass professional learning, fostering culturally proficient practices, achieving equitable student outcomes through administrative support to the department; and assisting the director of Professional Learning and the executive director of educator effectiveness and professional learning as needed.

*Administrative Assistant IV:*

Help to tell the story of why Tulsa Public Schools is a destination for excellence by providing high-level administrative support to the director of communications and the communications office. Routine tasks will include conducting research, preparing reports, processing right-to-know requests and general information requests, managing invoicing and purchasing for the communications team, preparing correspondence, scheduling meetings, and compiling information about site-level events, projects, and programs that may be of interest to local media. Non-routine tasks will include opportunities for professional growth by assisting communications staff with other projects as needed and working on cross-functional teams.

**Minimum Qualifications:**

*Administrative Assistant I and II:*

- Education: High school diploma or equivalent
- Specific Training/Skills:
  - Computer skills required
  - Good communication and organizational skills necessary
  - Ability to handle multiple tasks necessary
- Other:
  - Considerable knowledge of and experience with business office management, grammar, spelling and business correspondence
  - Computer skills including graphics, charts, spreadsheets, complex word processing, and templates
  - Ability to exercise independent judgment in all aspects of the position and to deal with changing priorities
  - Ability to deal effectively and courteously with members of the community and school system
  - Manage multiple tasks efficiently and effectively in stressful situations
  - Extensive oral and written communication skills necessary

*Administrative Assistant III:*

- Education: High school diploma or general education development (GED) certificate/diploma
- Specialized Knowledge, Licenses, etc.: Computer skills including Outlook, Excel, Word, PowerPoint and Publisher; Pass TCC secretarial assessment test preferred
- Experience: Minimum of two years' job experience with customer service a plus

*Administrative Assistant IV:*

- Education: High school diploma or equivalent required; additional certification/training preferred
- Experience: Five years of administrative office experience

**Responsibilities and Essential Functions:** The following duties are representative of performance expectations. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.

*Administrative Assistant I and II:*

- Serve as secretary to the special education department with minimal direction from the director
- Maintain an efficiently operating office
- Receive and screen callers in a professional, polite and tactful manner; give assistance on the operations of the office; refer callers to other employees, officials or departments when warranted
- Assist with file maintenance
- Compose and edit correspondence, memoranda and forms required of the department
- Prepare agendas for meetings and other documents as required
- Prepare appropriate reports and paperwork as requested by the director
- Use effective positive interpersonal communication skills
- Ability to work collaboratively with others on a team
- Perform other tasks, duties, or services consistent with this position as assigned

*Administrative Assistant III:*

- Receive and screen callers in a professional, polite and tactful manner; give assistance on the operations of the office; refer callers to other employees, officials or departments as needed
- Serve as an assistant to department leadership such as, but not limited to, providing leaders with appropriate meeting materials
- Assist with office operations
- Compose and edit correspondence, memoranda and forms required of the department preparation items and other documents as required
- Maintain spreadsheets for projects and process requisitions
- Handle emergency situations and notify appropriate personnel of resolution
- Serve as liaison for the administrator with other district staff and the public
- Ensure the smooth and efficient operation of the department by performing a variety of complex secretarial and administrative duties
- Create written reports and correspondence as well as writing Board Agenda items
- Perform other tasks, duties, or services consistent with this position as assigned
- Ability to deal effectively and courteously with all members of the community and school district
- Manage multiple tasks efficiently and effectively in stressful situations

*Administrative Assistant IV:*

- Provide administrative and clerical support to the communications office

- Serve as a key contact for receiving, triaging, and/or transferring district phone calls
- Manage daily reports for media coverage and media inquiries
- Track media coverage and compile weekly report on tone, volume, and focus of coverage
- Process requisitions for travel, supplies, and equipment through the efficient usage of the Munis system
- Ensure timely processing of and responses to Open Records Act requests
- Facilitate internal and external audit and serve as team lead with the Munis, NOVOS, and FACET systems
- Maintain director's calendar and ensure timely attendance of meetings
- Compile and maintain calendar of school events
- Ability to work collaboratively with others on a team
- Other duties as determined by team focus area and/or district strategic priorities

**Skills and Abilities Required:** The following characteristics and physical skills are important for the successful performance of assigned duties.

*Administrative Assistant I-III:*

- Ability to plan and coordinate work to complete assignments without direct and constant supervision
- Use computers for various applications, such as database management or word processing
- Ability to use the Internet for research
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals
- Compose letters and correspondence using proper grammar and punctuation
- Communicate effectively with staff from varying levels of the organization
- Create, maintain, and enter information into databases
- Set up and manage paper or electronic filing systems, recording information, updating paperwork, or maintaining documents
- Operate office equipment, such as fax machines, copiers, or phone systems and arrange for repairs when equipment malfunctions
- Provide positive customer service to internal and external individuals and organizations:
  - *Internal:* Principals, School Staff, District Administrators, Directors, Supervisors, Teachers, etc.
  - *External:* Vendors, Contractors and Community
- Specific Training: Utilize District Data Systems such as Munis and all Microsoft Programs

*Administrative Assistant IV:*

- Strong commitment to providing exceptional internal and external customer service and willingness to go above and beyond in their work
- Experience dealing with multiple constituencies and changing priorities in a fast-paced environment
- Excellent written and verbal communication skills
- Ability to work proactively, anticipating the needs of colleagues and assessing potential risks – i.e. the ability to tell when something is wrong or is likely to go wrong

- Excellent multi-tasking skills and ability to manage multiple projects and work-streams happening concurrently
- Strong attention to detail and adherence to deadlines
- Time management skills
- Highly proficient in Microsoft Office Suite
- A positive attitude and ability to work harmoniously with other employees
- Must be a self-starter and willing to learn new duties
- The ability to apply general rules to specific problems to produce answers that make sense
- Willingness to be all-in to ensure that all Tulsa kids benefit from great teachers and exceptional schools

**Supervisory Responsibilities:**

- This role does not directly supervise any individuals

**Working Conditions:** Exposure to the following situations may range from rare to frequent based on circumstances and factors that may not be predictable.

- Regular office environment, including frequent use of electronic email
- Being able to sit or stand for long periods of time without a break
- Normal effort of occasional periods of moderate physical activity
- Subject to stress caused by changing environment, complexity of the organization, tight deadlines and heavy workload
- Must be flexible in order to attend special events or meetings

*Tulsa Public Schools is committed to building a diverse and inclusive team of individuals who contribute to the district's mission with their talents, skills, and energy. Tulsa Public Schools is an equal opportunity employer and does not discriminate on the basis of race, religion, color, national origin, sex, sexual orientation, gender expression, gender identity, pregnancy, disability, genetic information, veteran status, marital status, age, or any other classification protected by applicable law.*

*Tulsa Public Schools also provides reasonable accommodations to qualified applicants and employees with disabilities. If you need an accommodation during the application process, please contact the district's talent management department at 918-746-6310 or the district's human rights and Title IX coordinator at 918-746-6517. You can also direct your request for accommodation in writing to the Tulsa Public Schools Education Service Center, Attn: Talent Management, 3027 S. New Haven Ave., Tulsa, OK 74114-6131.*