

# SHASTA HEAD START CHILD DEVELOPMENT, INC

## Operations Clerical Support

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Supervisor: Human Resource Manager

Classification: Non-Exempt

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### **Mission**

Shasta Head Start, a non-profit agency, is dedicated to making a positive difference in the lives of young children, one family at a time. We provide opportunities for education, parenting support and resources to families in our communities.

### **Position Summary**

Provide clerical support to operations team.

### **Essential Duties and Responsibilities**

- Answer phones and direct all messages as needed.
- As a courtesy, open, meter and distribute mail and faxes to the appropriate staff/department.
- Greet staff, parents, children, and community members and communicate in a positive friendly manner using proper grammar and etiquette.
- Assist with monthly ordering and distributing of office supplies.
- Perform a variety of clerical duties as directed.
- Assist the Human Resource department with scheduling interviews, applicant tracking, reference checks, filing, and various other clerical and support duties.
- Assist the Fiscal department as directed.
- Use computer to produce memos, correspondence, reports and other documents.

### **Maintain Professional and Ethical Standards**

- Maintain confidentiality in accordance with Agency policy and legal requirements.
- Be honest, reliable and dependable.
- Respect and maintain rights and privacy of all staff, parents, and children.
- Attend mandated trainings and meetings, and seek out staff development opportunities.
- Work as a team member with all staff and maintain a positive work ethic.
- Act conscientiously in performing routine duties
- Adhere to NAEYC Code of Ethical Conduct.

### **Qualifications**

#### **Knowledge and Skills**

- Ability to write reports and correspondence, and read and interpret documents.
- Ability to solve practical problems.
- Ability to work as a positive team member.
- Ability to operate general office equipment.
- Knowledge of various software programs such as MS Word, Excel, Power-Point, and Publisher.

#### **Education**

##### *Minimum*

High School Diploma or a GED

#### **Training and Experience**

##### *Desired*

One year of related experience.

### **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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 20 pounds. The employee must be able to occasionally lift 20 pounds overhead and 40 pounds from waist to shoulder. The employee frequently lifts and/or moves up to 40 pounds, and occasionally lifts 50 pounds from floor to waist. The employee must be able to push/pull up to 75 pounds horizontally. Specific vision abilities required by this job include close vision, distant vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

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**ACKNOWLEDGEMENTS:**

I HAVE REVIEWED AND DISCUSSED THIS JOB DESCRIPTION WITH THE HIRING SUPERVISOR.

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Employee (Print)

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisors Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisors Title