

KLAMATH COUNTY SCHOOL DISTRICT

JOB DESCRIPTION

TITLE:	District Office Specialist I- Benefits/Technology		
REQUIREMENTS:	Approved for employment through an Oregon School based fingerprint screening.	REPORTS TO:	Payroll Supervisor, Technology Manager, and Human Resources Director
EDUCATION:	High School Diploma or GED Equivalent An AA Degree or equivalent in credit hours required.	FLSA Status:	Non-Exempt
LENGTH OF WORK YEAR:	260 Days/Year 8 Hours/Day		
EVALUATION:	Performance of this job will be evaluated annually in accordance with Klamath County School District policies.		
GENERAL JOB QUALIFICATIONS:	Required: An AA Degree from an accredited institution or Transcripts proving the applicant has completed two (2) years or 72 quarter credit hours or 48 semester credit hours in an institution of Higher Education. Physical ability to adhere to OSHA and district safety regulations. Work within the district's communicable disease control plan (blood borne pathogens) and be aware of the existence and potential exposure to hazardous chemicals as identified on the MSDS sheets.		

ESSENTIAL JOB RESPONSIBILITIES Benefits Clerk (Not Necessarily Limited To)

1. Keep all records and files in an organized system.
2. Be responsible for providing information to new and existing employees regarding medical insurance coverage, PERS and section 125.
3. Provide information to employees on procedures necessary to access existing information from insurance company help specialists.
4. Process necessary documents for benefit setup.
5. Manage retiree insurance benefit issues.
6. Be responsible for initial Cobra notification.
7. Field and resolve employee benefit issues.
8. Assist in keeping insurance work confidential.
9. Assist in the operation of the payroll department and provide other tasks as needed.
10. Receive and direct telephone correspondence in a courteous, efficient and timely manner.
11. Do all necessary computer processing, duplication, and other office procedures.

ESSENTIAL JOB RESPONSIBILITIES Technology Clerk (Not Necessarily Limited To)

12. Demonstrates and provides excellent and effective verbal and written communication, specifically with Help Desk contacts regarding individual technology problems, and with staff and program leaders to coordinate and arrange for purchases, installations, training, upgrades, replacements, and other large-scale events.
13. Provides receptionist functions such as receiving and screening incoming calls.
14. Provides central point of contact for incoming Help Desk requests via email, phone, web, in-person and otherwise. Responds to phone and email inquiries, requiring a general knowledge of district operations and a specific knowledge of department operations.
15. Creates work orders and assignments in Help Desk software and technicians' calendars.
16. Provides assistance to departments and local school districts in bulk media duplication (CDs and DVDs).
17. Researches information regarding all suggested purchases of software or hardware, including system and compatibility requirements. This includes managing a vendor database and contacting vendors for price quotes. Must be able to

handle research for a single purchase, as well as for district-wide bulk purchases.

18. Maintains knowledge of legal guidelines regarding software and licensing and provides assistance in following them and compiles, organizes and maintains district statistical data pertaining to software licensing, purchasing, and computer use.
19. Processes purchase requisitions, purchase orders, travel requests, and other related paperwork assuring proper approvals, coding, and records.
20. Processes received orders and maintains hardware/software databases, which includes assigning KCSD asset tag number, tracking equipment system information, installed software, and available licenses, making appropriate assignments for computer installation, associated training, and other activities as appropriate, and culminating in contacting the end-user and scheduling the delivery of the solution. Maintains inventory of department.
21. Processes network and email account requests, including new employee notifications, coordinating Help Desk work orders, technician assignments, training, and other support as necessary.
22. Maintains high level of confidentiality regarding computer and password information.
23. Maintains program records, making periodic audits as necessary.
24. Prepares wide range of documents (e.g., letters, reports, memos, forms) from drafts or general instructions.
25. Provides support to Technology Manager as needed, including correspondence, technology research, purchasing, and announcements.
26. Knows and follows the rules, regulations and policies of the department and district.
27. Submit Erate documents required by Erate Consulting.
28. Regular attendance is an essential function of this position.
29. Performs other job-related duties as assigned by supervisor.

PHYSICAL REQUIREMENTS (Mark appropriate Box)

LIFTING					
Pounds	Never	Seldom 1-5%	Occasionally 6-33%	Frequently 34-66%	Continuously 67-100%
1-10 lbs.					X
11-20 lbs.				x	
21-50 lbs.				x	
51-75 lbs.	X				
76-100 lbs.	X				
> 100 lbs.	X				
Maximum amount lifted by worker without assistance: No more than 75 lbs.					
If required, lifts over <u>75</u> lbs. are performed with two or more people or lift devices.					

CARRYING					
Pounds	Never	Seldom 1-5%	Occasionally 6-33%	Frequently 34-66%	Continuously 67-100%
1-10 lbs.					X
11-20 lbs.				x	
21-50 lbs.				x	
51-75 lbs.	X				
76-100 lbs.	X				
> 100 lbs.	X				
Maximum amount carried by worker without assistance: No more than 75 lbs.					
If required, carrying over <u>75</u> lbs. are performed with two or more people or lift devices.					

PUSHING/PULLING FORCE TO BE EXERTED					
Pounds	Never	Seldom 1-5%	Occasionally 6-33%	Frequently 34-66%	Continuously 67-100%
1-10 lbs.				x	
11-20 lbs.			x		
21-50 lbs.			x		
51-75 lbs.			x		
76-100 lbs.	X				
> 100 lbs.	X				
Maximum weight of object pushed/pulled by worker: No more than 75 lbs.					
Distance: <u> 100 </u> feet Type of Surface: (i.e. level, carpet, tile): <u>carpet and tile</u>					

ENVIRONMENT (WORK CONDITIONS)
Works Inside <u> 100 </u> % of the time
Temperature Extremes: <u>No</u>
Works on or around moving machinery or mechanical parts: <u>No</u>

OTHER PHYSICAL DEMANDS					
Activity	Never	Seldom 1-5%	Occasionally 6-33%	Frequently 34-66%	Continuously 67-100%
Bend/Stoop				x	
Twist				x	
Crouch/Squat				x	
Kneel			x		
Crawl		x			
Walk-Level Surface					x
Walk-Uneven Surface	x				
Climb Steps	x				
Climb Ladder	x				
Work at Heights	x				
Reach at or Above Shoulder			x		
Reach Below Shoulder					x
Use of Arms					x
Use of Wrists					x
Use of Hands					x
Grasping/Squeezing					x
Operate Foot Controls	x				

ENDURANCE							
Activity	Never	Seldom 1-5%	Occasionally 6-33%	Frequently 34-66%	Continuously 67-100%	Total Hours At One Time	Total Hours In A Work Day
Sitting				x			
Standing				x			
Walking				x			
Change Positions				x			

