

OFFICE SUPPORT ASSOCIATE: The Office Support Associate reports directly to the Office Administrator for the Deputy Executive Director and provides administrative and clerical support for the high school equivalency (HSE) testing program; Early Childhood Access Consortium for Equity (ECACE), and strategic agency initiatives. The position carries with it the following responsibilities:

1. Performance - Regular Assignments:

- a. Provide direct customer support for high school equivalency testing program including overseeing the HSE hotline and determining needs of HSE calls and personally responding to routine inquiries and requests.
- b. Follow-up on requests for information from statewide testing centers, vendors, and others.
- c. Compose memos, reports, manuals, notices, agenda items, and other documents as appropriate in accordance with ICCB style and standards.
- d. Make arrangements for meetings and events following general instructions including scheduling space, copying and distributing materials to participants, taking minutes, and maintaining documentation of attendees.
- e. Provide clerical assistance including processing mail, data entry, document scanning, and maintaining filing systems.
- f. Develop and maintain contact lists and listservs.
- g. Collect, compile, and organize information for recurring reports.
- h. Assist in the creation of publications for internal and external audiences (brochures, posters, letterhead, fact sheets, etc.) in coordination with ICCB external affairs division.
- i. Monitor and provide updated information on HSE testing, ECACE, and strategic initiatives for ICCB website.
- j. Stock copiers and printers and provide routine copier and printer maintenance.
- k. Provide back up for main desk telephone coverage, as needed.
- l. Other duties as assigned by the Office Administer, Deputy Director for Strategic Initiatives, Senior Director for High School Equivalency or Senior Director for Academic Affairs and Student Success.

Minimum Qualifications

1. High school graduation or equivalent.
2. Any one or any combination of the following, totaling one year and six months of experience in the categories below:
 - a. work experience performing office/clerical activities, including use of computer systems
 - b. college or university course work in any curriculum
 - o twelve semester hours = six months
 - o twenty-four semester hours = twelve months
 - o thirty-six semester hours = eighteen months

Additional Desirable Qualifications

1. Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, and other office procedures and terminology.
2. Thorough knowledge of the structure and content of the English language including the

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meaning and spelling of words, rules of composition, and grammar.

3. Demonstrated ability to communicate effectively, both verbally and in writing.
4. Ability to keyboard accurately at a rate of 40 net w.p.m.
5. Ability to operate standard office equipment and utilize various software packages.
6. Experience in or adequate knowledge of bookkeeping and accounting practices and procedures.