



NEW: Submitted:
07/01/2024 03/26/2024

JOB TITLE:	CLERK NUTRITION SERVICE CENTER
DIVISION	OPERATIONS SERVICES
SALARY SCHEDULE/GRADE:	IA, GRADE 5
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	0
BARGAINING UNIT:	CLAA

SCOPE OF RESPONSIBILITIES

Provides friendly, professional customer support for district site-based staff and vendors. Assumes responsibility for processing, preparing, cross checking orders for all site-based food and supplies. Responds to site-based staff and outside vendors to address problems with orders and deliveries. Assumes responsibility for assisting with inquiries both by computer and on the phone for all inventory questions. Works with Coordinator Special Dietary Needs on inquiries related to special diets. Provides specialized inventory and production software support.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Provides technical assistance to external and internal customers using various District and department software

Answers phone calls and responds to emails with accurate information related to products, orders and inventory

Assists site-based staff with department policies and federal regulations related to production, service, and inventory, seeking supervisor instruction as needed

Processes orders and resolves related issues as needed, by the designated deadline

Establishes and maintains files and filing systems in accordance with departmental policies and procedures

Open, sorts, distributes written and electronic communications, taking appropriate action in routine situations

Acts as receptionist or as a backup for such a position

Successfully uses software and operates computers, printers and other equipment as required

Completes all trainings and other compliance requirements as assigned by the designated deadline

Performs other duties as assigned

Regular, predictable performance is required for all performance responsibilities

This position requires reporting to the assigned JCPS worksite for collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This work is completed in an office setting. This position has inside environmental conditions with protection from weather conditions but not necessarily from temperature changes or atmospheric conditions while working on performance responsibilities.

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

High School Diploma or G.E.D. and working knowledge of business English, spelling and arithmetic

Previous successful experience in office and clerical duties

Proficient in word processing and general office procedures
Effective communication skills

DESIRABLE QUALIFICATIONS
Ability to work in a team situation
Efficient time management
Experience in K-12 food service
Experience in diverse workplace