



NEW: Submitted:
07/01/2024 03/28/2023

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

SCOPE OF RESPONSIBILITIES

Responsible for completing all phases of household eligibility determinations, processing and reporting by the required deadlines. Ensures information is processed accurately and efficiently. Responsible for technical and/or specialized clerical duties including performing advanced clerical work requiring application of various complex work methods and procedures. Provides customer service and guidance to households and school staff regarding eligibility and account related questions; familiarity with and application of the laws and regulations controlling the unit or department and with unit/departmental functions, policies, and practices is required. Works under general supervision using a wide range of procedures.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Effectively, professionally, and respectfully represents the department to households, school staff and other teams, works cooperatively with peers to deliver excellent customer service

Reviews all eligibility benefits forms and associated lists for complete and accurate information; classifies and processes data with great accuracy and efficiency following District, State and Federal guidance, policies, laws and regulations; assumes responsibility for the resolution to errors and exceptions; Manages workflow to meet deadlines

Combines information and material from several sources and transfers information from reports, codes numerically, and posts to a prepared code sheet, ledger, journal or form. Assists with preparing, maintaining and updating data/information

Prepares and sends forms, notifications and correspondence to households and district staff and provides necessary follow-up. Fields calls and answers inquiries on said communication with professionalism, confidentiality and excellent customer service

Assist in creating, formatting and tabulating department materials and records

Establishes, maintains and services files in accordance with departmental policies and procedures; retrieves and forwards information as required; prepares related indices and cross references; archives records following record retention policies and procedures

Receives, classifies, and routes incoming telephone calls and correspondence; assumes responsibility for outgoing correspondence and packages

Processes requests for confidential student/household information; Approves or denies and enters ticket for permissions; trains end users

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

Completes in-depth research to verify households, reported income and eligibility determinations, and cafeteria transactions; completes and documents required processes and adjustments

Performs general office duties such as word processing, data entry on terminals, copying, answering phones, ordering, receiving and distribution goods and services, and maintaining an orderly office and supply area etc. to maintain smooth operation of the office

Assists department with training events and meeting set-up support, materials and documentation

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

Performs other duties as assigned by supervisor
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

Two (2) years of clerical, data processing or foodservice experience

Successful experience with computer software/apps, and file management functions

Ability to communicate in a professional, courteous and effective manner

DESIRABLE QUALIFICATIONS

Ability to work well in a team situation and with various role groups

Demonstrated ability to display resourcefulness and tact in dealing with difficult situations

Efficient time management

Training or education in business practices and skills

Bilingual (English/Spanish) in oral and written communication

Experience using a computerized student information system

Experience in a diverse workplace