

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM
CLARKSVILLE, TENNESSEE
JOB DESCRIPTION**

Job Title: Free and Reduced Coordinator/
Administrative Assistant

Department: Child Nutrition

Grade H
H.P.D. 8
D.P.Y. 215

Job Description

Date Reviewed: October 2023

Reports To: Child Nutrition Financial
and Warehouse Supervisor

Purpose of Job

The purpose of this job is to perform administrative functions for the Free and Reduced Meal Program through the NSBP (National School Breakfast Program), NSLP (National School Lunch Program), and additionally provide general administrative support to the Child Nutrition Department for the ultimate health, comfort, and benefit of the students. Duties and responsibilities include but are not limited to; determining eligibility of applicants, verifying eligibility, providing eligibility issuance documentation, guiding the district’s school locations through the Free and Reduced Programs technical intricacies, and ensuring that all regulations as they pertain to the Free and Reduced Meal Program are followed. Additionally, generates important correspondence, provides essential reports, prepares/maintains purchases through the computer software system, answers the telephone, relays messages, manages departmental mail, updates/maintains information in the computer software system, assists with correcting/reconciling/verifying financial transactions, provides responsive support to parents/guardians/customers utilizing the payment software system, and provides overall general support to the Child Nutrition Department.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Prepares and/or generates routine correspondence letters, memoranda, forms, reports and other documents via computer and/or typewriter.

Assists and/or backs up, as needed, with placing orders, following up on status of orders, and other departmental needs.

Copies and distributes correspondence, memoranda, reports and other related materials. Maintains membership, prepares, check requests and purchase orders to companies. Maintains required permits and renews yearly orders needed for equipment for staff.

Maintains inventory of departmental supplies/equipment; initiates orders for new or replacement materials for Cafeteria and Office staff.

Receives, opens and distributes incoming mail. (Courier) sorts and distributes mail daily to correct office staff.

Answers the telephone; provides information; takes and relays messages and/or directs calls to appropriate personnel; returns calls as necessary.

Responds to routine requests for information or assistance from members of the staff, the public or other individuals.

Uses knowledge of various software programs to operate a computer in an effective and efficient manner.

Assists with Bid development, prepares correspondence in reference to bid renewals.

Assist in keeping up to date records on commodity food coming into the warehouse.

Processes check requests for reimbursement, such as for employee safety shoe reimbursements.

Keeps us with and pays annual dues for SNA for all Child Nutrition employees.

Maintains all purchase order information and submits purchase orders for department.

Provides back-up for the Financial and Warehouse Supervisor and Financial and Warehouse Specialist when they are out in assisting managers regarding vendor orders for all cafeterias.

Maintains and issues invoices for department and all cafeterias, maintains record of payment of invoices.

Collects and verifies data from all cafeterias on a weekly basis.

Reconciles logs received from cafeterias against invoices. Compiles spreadsheets to ensure appropriate payment is made.

Receives, reviews for accuracy, process within a 10-day deadline and determines the eligibility of applications of the Free and Reduced Meal Program for potential federal reimbursements on over 20,000 applicants. Completes direct certification matching on over 9,000 students. Ensures changes in eligibility are identified and documented.

Maintains confidentiality statements for eligibility documentation from all sites on file; thus protecting student's eligibility status.

Issues notification of eligibility determination to applicants and ensures documentation of eligibility determination is sent in a timely and proficient manner according to Federal and State guidelines.

Updates letters in the eligibility and point of sales modules in the computer software system.

Imports student database files and imports direct certification files- identifies duplicates and "cleans up" files before transmission to sites.

Ensures the data imported and maintained meets Federal, State and District requirements.

Provides training to managers in the federally funded Free and Reduced Meal Program.

Instructs cafeteria managers and bookkeepers on how to review and update their student's meal statuses. Performs audits on school-site free and reduced rosters.

Verifies whether eligibility guidelines are met for new applicants, transferring applicants, and current participants who experience status changes.

Coordinates the daily downloads of Free and Reduced Eligibility information for all sites.

Provides eligibility summaries to departments within the system to help assist in determining qualifications of various grants, while staying in compliance with the Memorandum of Understanding.

Creates, generates, and disseminates eligibility documentation for participants to all schools.

Composes, prepares and/or generates letters, memoranda, forms and other documents via computer and/or typewriter.

Implements and maintains an organized file system for Free and Reduced Lunch Program records.

Provides assistance with routine requests concerning the Free and Reduced Meal Program to include; officials, members of the staff, parents, employers, the public, or other individuals that are eligible to receive the information, while maintaining strict confidentiality, that is in compliance with Federal, State, and Local regulations and guidelines.

Utilizes various software programs to operate a computer in an effective and efficient manner.

Facilitates daily documentation of Free/Reduced eligible students. Assists in providing managers with resources essential for their day-to-day operation.

Performs daily audit of temporary approved applications.

Prepares and maintains required records, files, documents and reports for foster, homeless, migrant, and runaway applicants.

Maintains a filing system of all applicants approved by the state as direct certification.

Receives a large volume of calls per day in a fast-paced environment with a high volume of incoming guest in a diverse population, during peak times.

Responsible for the accuracy and completion of data in the Verification process, utilizing a computerized software system to sample and pull applicants.

Facilitates fixing any technical problems with the computer software, as it relates to the Free and Reduced Program, through the Child Nutrition Computer Operations Coordinator.

Receives, reviews proof of income, and verifies whether eligibility guidelines are met.

Submits Verification Summary Report to Tennessee Department of Education within established timeframe.

Imports student photos for Point of Sale system.

Assists sites in accounting for monetary discrepancies and facilitates correction of transactions at point of sales.

Assists sites in correcting incorrect charges and/or transaction errors.

Assists managers and accountants in researching and correcting financial variances within bank deposits to reflect correct amounts and balance the daily bank deposits.

Performs customer service support/troubleshooting for district parents/guardians/staff in the use of our payment software system. Responds to questions regarding, and assists with, transfers and refunds of funds on student/staff accounts.

Reviews and corrects duplicate reimbursable meals for the district.

Sets up and updates sites, user accounts, and permissions within our software system.

Verifies the weekly and monthly cash collection reports provided by the Child Nutrition Accounting Associate.

Coordinate outgoing communications through the district's mass notification service, and verify that the communications are going out. Coordinate with systems manager to change criteria and/or dates and times automated communications go out. Answer parent/guardian questions regarding notifications received. Research and coordinate with sites to update incorrect contact information.

Reconcile any tills that have not been reconciled at the end of each month.

Merge duplicate patrons in the software system as identified.

Add non-employees (e.g. SROs) who wish to use the school cafeteria in the point of sales module of the software system.

Set and/or adjust charge limits in the software system.

Coordinate annual account adjustments for unclaimed property in coordination with Business Affairs.

Additional Job Functions

Perform other duties as required.

Minimum Training and Experience Required to Perform Essential Job Functions

High School diploma (or Equivalent), with three to five years of general office or bookkeeping experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE OF JOB

Has considerable knowledge of the policies, procedures, and activities of the School System and Child Nutrition Department practices as they pertain to the performance of duties relating to the job of Free and

Reduced Coordinator. Has general knowledge of Child Nutrition Department practices as necessary in the completion of daily responsibilities. Knows how to develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc. as they pertain to departmental operations and activities. Is able to effectively communicate and interact with supervisors, members of the general public and all other groups involved in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Have good organizational, human relations, and technical skills. Is able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations. Is knowledgeable and proficient with computers. Is able to read, understand and interpret financial reports and related materials.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**REQUIRED SKILLS, ABILITIES AND PHYSICAL REQUIREMENTS:**

- Must be able to do occasional lifting, carrying, pushing and/or pulling of up to 20 pounds, standing, sitting, walking, bending, stooping or kneeling;
- Must be able to traverse school facility;
- Must have significant fine finger dexterity;
- Must be able to operate standard office equipment including pertinent and required software applications;
- Must possess excellent language skills (verbal and written) requiring the ability to read informational documentation, directions, instructions, policies and procedures related to this job, requiring the ability to give assignments and/or directions to co-workers, assistants, supervisors, students and parents/guardians, requiring the ability to deliver verbal and written communications in English language;
- Must possess excellent interpersonal skills with ability to interact with people (staff, supervisors, parents/guardians, students) and maintain professionalism and tact in all situations, including emergent ones, must be able to maintain constructive relationships;
- Must possess excellent organizational skills and attention to detail;
- Must be able to perform multiple, highly complex, technical tasks with periodic need to enhance skills in order to meet changing job conditions.
- Must be able to apply assessment instruments and analyze data and possess problem-solving skills.
- Must be able to make independent judgments in absence of supervision.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

ATTENDANCE: A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Employee's Munis Number

Date

Date