

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

**Job Title: Information Associate**

**Department: Communications**

**Grade G  
H.P.D. 8  
D.P.Y. 260**

**Job Description**

**Date Reviewed: September 2019**

**Reports To: Director of Continuous Improvement**

**Purpose of Job**

The primary purpose of this job is to assist in coordinating general office procedures while serving the public by greeting them, in person, or on the telephone, answering or referring inquiries, maintaining lobby security and maintaining the telecommunications system.

**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.**

Monitors web-based stakeholder communications systems, including but not limited to questions@cmcss.net, [feedback@cmcss.net](mailto:feedback@cmcss.net), and social media, to provide information or transfer inquiries when necessary to ensure stakeholders' needs are met.

Answers telephone and provides information; greets public and serves as liaison between parents, community members, students, teachers and Central Administration

Knowledgeably directs phone calls or individuals to appropriate staff member

Provides pertinent information to public as requested to best of employee's ability; refers others to appropriate staff

Performs copying, collating, distribution of district materials as requested

Responsible for monitoring Emergency Dispatch System KAS 10VL for Elementary, Middle and High Schools

Keep a log of all emergency calls coming in on the Emergency Dispatch System

Post signage for daily meetings within the building

Post daily activities and events in the main lobby

Responsible for updating and keeping telephone list current

Responsible for staying updated on employees' job titles and responsibilities

Assists with various projects within Communication Department and Education Foundation

Assists Human Resources by receiving and copying documentation for outside applicants

Assists Human Resources in the distribution of teacher salary advancement checks and tuition discount forms

Assists Human Resources with OPAC testing and safety training sign-in sheets. Directs visitors to designated area for background checks

Collects documentation and maintain file at front desk for Human Resources and Benefits Offices

Assists Human Resources by accepting documentation for transfers

Responds to requests for bus and zoning information

Assists employees with meeting room reservations and updates

General knowledge of day-to-day activities and upcoming events of CMCSS

Responds to public calls in emergency or weather-related situations, under direction of the Chief Communications Officer or designee, or the Director of Schools or designee

Assists in coordinating general office procedures; prepares, types, and files reports and office correspondence as requested by supervisor

Sorts and distributes mail; faxes; notifies appropriate staff when a visitor arrives

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

Greets visitors, ascertains nature of business, assists and/or directs visitors to appropriate person

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

Maintains manual and electronic documents, files and records

Maintains security of copy center

Maintains security of main lobby with entrance access

**Additional Job Functions**

Performs other duties as required.

**Minimum Training and Experience Required to Perform Essential Job Functions**

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

**KNOWLEDGE OF JOB**

Has general knowledge of the policies, procedures, and activities of the School System and Central Office practices as they pertain to the performance of duties relating to the job of Information Associate. Has general knowledge of 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. Has 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. Has ability to multitask in a fast pace setting.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**PHYSICAL REQUIREMENTS:** Must be physically able to operate a variety of automated office machines and equipment which includes a computer, printer, copy machine, calculator, telephone/switchboard, etc. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels of those for active work.

**DATA CONCEPTION:** Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**INTERPERSONAL COMMUNICATION:** Requires the ability of speaking and/or signaling people to convey or exchange administrative information. Includes giving assignments and/or directions to co-workers or assistants.

**LANGUAGE ABILITY:** Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the job of Information Associate. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

**INTELLIGENCE:** Requires the ability to learn and understand relatively basic principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the job of Information Associate.

**VERBAL APTITUDE:** Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

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

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

**MOTOR COORDINATION:** Requires the ability to coordinate hands and eyes in using automated office equipment.

**MANUAL DEXTERITY:** Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have average levels of eye/hand/foot coordination.

**COLOR DISCRIMINATION:** May require the ability to differentiate colors and shades of color.

**INTERPERSONAL TEMPERAMENT:** Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under occasionally high pressure and stress when confronted with an emergency related to sharing information affecting CMCSS and/or other areas within the scope of the job Information Associate.

**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.

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**Employee's Signature**

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**Supervisor's Signature**

\_\_\_\_\_  
**Employee's Munis Number**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**