

WARREN COUNTY PUBLIC SCHOOLS

210 North Commerce Avenue Front Royal, Virginia 22630

Phone (540) 635-2171

Head School Secretary Position Description

LOCATION: Varies Schools

JOB CATEGORY: Professional Support

PAY GRADE: Grade 8

CONTRACT TYPE: 250 Day – 12-month employee

FSLA: Non - Exempt

IMMEDIATE SUPERVISOR: Building Administrator

GENERAL DEFINITION AND CONDITIONS OF WORK

The Head School Secretary serves as the lead administrative support professional within the school office and is responsible for coordinating and overseeing daily office operations, providing exceptional customer service, maintaining accurate and confidential records, supporting financial and personnel processes, and assisting the building administrator and school leadership team with the effective operation of the school.

The Head School Secretary serves as a primary point of contact for students, families, staff, visitors, and community members while demonstrating professionalism, discretion, and a commitment to outstanding service. This position provides leadership, guidance, and support to office personnel; ensures efficient office procedures; and assists in maintaining compliance with Warren County Public Schools policies, procedures, and administrative requirements.

The employee is expected to demonstrate initiative, sound judgment, strong organizational skills, and the ability to manage multiple priorities in a fast-paced educational environment.

ESSENTIAL FUNCTIONS/TYPICAL TASKS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below represent the knowledge, skills, and abilities required for this position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

School Office Operations

- Coordinate and oversee daily operations of the school main office.

- Serve as the first point of contact for students, parents, staff, visitors, and community members.
- Provide professional customer service by answering questions, resolving concerns, and directing individuals to appropriate resources.
- Manage incoming calls, correspondence, emails, and office communications.
- Maintain a welcoming, organized, and efficient school office environment.
- Assist the principal and administrative team with daily operational needs.
- Perform other duties as assigned by the principal or supervisor.
- Participate in professional development activities as appropriate.
- Support the mission, vision, and goals of Warren County Public Schools.

Administrative Support

- Provide confidential administrative support to the principal and school leadership team.
- Prepare, edit, and process correspondence, reports, memoranda, forms, and other school documents.
- Maintain calendars, schedule meetings, and coordinate appointments.
- Prepare meeting materials, agendas, and documentation as assigned.
- Assist with school events, programs, meetings, and special projects.
- Maintain accurate filing systems and ensure records are organized and accessible.

Student Records and Information Management

- Maintain accurate student records in accordance with federal, state, and division requirements.
- Process student registrations, withdrawals, transfers, attendance records, and related documentation.
- Maintain confidentiality of student information and educational records.
- Prepare and submit required reports and documentation.
- Utilize student information systems and other division technology platforms to maintain accurate data.

Financial and Purchasing Responsibilities

- Assist with school financial procedures, including purchase orders, invoices, receipts, deposits, and recordkeeping.
- Maintain accurate internal accounts and financial documentation as assigned.
- Process supply requests and assist with inventory management.
- Support compliance with division purchasing and fiscal procedures.

Personnel and Payroll Support

- Assist with employee records, timekeeping, leave documentation, and required personnel forms.
- Support substitute coverage processes and communication.
- Maintain confidentiality regarding employee information.

- Assist administrators with onboarding processes and documentation.

Leadership and Office Coordination

- Provide guidance and support to school office staff.
- Assist with training and mentoring new office personnel.
- Help establish efficient office procedures and workflows.
- Serve as a resource regarding school policies, procedures, and administrative practices.
- Coordinate communication between school departments, families, and central office personnel.

Safety and Compliance

- Support school safety procedures, including visitor management and emergency response processes.
- Maintain required documentation and records related to school operations.
- Follow all Warren County Public Schools policies, procedures, and regulations.
- Maintain confidentiality of sensitive information at all times.

KNOWLEDGE, SKILLS AND ABILITIES

The successful candidate should demonstrate:

- Knowledge of school office procedures and administrative practices.
- Ability to maintain accurate records and manage multiple priorities.
- Strong organizational skills and attention to detail.
- Excellent written and verbal communication skills.
- Ability to establish and maintain effective working relationships with students, families, staff, administrators, and community members.
- Ability to maintain confidentiality and exercise sound judgment.
- Proficiency with computers, office technology, and educational software systems.
- Ability to work independently while demonstrating initiative and problem-solving skills.
- Preferred but not required: the ability to communicate effectively in Spanish.

EDUCATION AND EXPERIENCE

- High school diploma or equivalent required.
- Experience in administrative support, office management, or a related field preferred.
- Previous experience working in a school or educational environment is preferred.
- Demonstrated proficiency with Microsoft Office, Google Workspace, student information systems, and other technology platforms.

SPECIAL REQUIREMENTS

The candidate must demonstrate the professional characteristics necessary for effective interaction with students, staff, families, and community members.

The employee must maintain strict confidentiality regarding student records, personnel information, and other sensitive school division matters.

The candidate must possess strong organizational, communication, interpersonal, and technology skills. The employee must demonstrate good moral character and serve as a positive role model for students and the school community.

PHYSICAL DEMANDS/REQUIREMENTS

This position is primarily sedentary work requiring occasional stooping, kneeling, crouching, reaching, pulling, grasping, and repetitive motions. The employee may be required to lift and/or carry materials weighing up to approximately 20 pounds.

Vocal communication is required for expressing or exchanging ideas by means of the spoken word and providing detailed instructions to others. Hearing is required to receive detailed information through oral communication and to make distinctions in sound.

Visual acuity is required for preparing and analyzing written and electronic documents, operating office equipment, reviewing data, and ensuring accuracy and completeness of work.

EVALUATION

Performance will be evaluated by the Building Administrator in accordance with Warren County Public Schools School Board policies, administrative regulations, and division evaluation procedures.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

Warren County Public Schools is an equal opportunity employer and does not discriminate on the basis of race, color, national origin, sex, gender identity, sexual orientation, disability, age, religion, ancestry, genetic information, marital status, or any other characteristic protected by law. WCPS is committed to providing a work environment free from discrimination and harassment.