

Office of the Superintendent of Schools
MONTGOMERY COUNTY PUBLIC SCHOOLS
Rockville, Maryland

June 26, 2019

MEMORANDUM

To: Members of the Board of Education

From: Jack R. Smith, Superintendent of Schools

Subject: Front Office Staff Positions (05-14-19-05)

Question

During Board/Superintendent Comments, Mrs. Smondrowski requested information regarding the criteria used for hiring someone who works in a school's front office. Mrs. Smondrowski also requested information regarding the educational requirements for a school front office position.

Response

Attachment A provides the criteria for school front office positions, including Administrative Secretary I, II, and III, as well as School Secretary I and II.

In addition, during Board/Superintendent Comments, questions were raised about how many bilingual front office staff members work in schools with larger Latino student populations (greater than 40 percent). As of May 16, 2019, there are 66 schools in Montgomery County Public Schools that have a Latino student population of 40 percent or greater. The following table presents a breakdown of these schools by level and the percentage of Spanish-speaking front office staff. Attachment B provides a full list of schools with Latino student populations greater than 40 percent and bilingual front office staff data.

School Level	Total Schools in Group	Total Front Office Staff	Spanish- speaking Front Office Staff	Percentage Spanish-speaking Front Office Staff
Elementary	43	91	47	51.6%
Middle	15	62	32	51.6%
High	7	43	22	51.2%
Special	1	2	0	0.0%
Total	66	198	101	51.0%

If you have questions, please contact Dr. Andrew M. Zuckerman, chief operating officer, at 240-740-3050 or Mrs. Lance Dempsey, associate superintendent, Office of Human Resources and Development, at 301-279-3270.

JRS:AMZ:LD:jnm

Attachments

Copy to:

- Dr. Navarro
- Dr. Statham
- Dr. Zuckerman
- Mr. Civin
- Dr. Johnson
- Ms. Diamond
- Mr. Turner
- Mrs. Dempsey
- Ms. Webb

Job Qualifications for Front Office Positions

School Secretary I

MINIMUM QUALIFICATION STANDARDS

KNOWLEDGE, SKILLS, AND ABILITIES: Working knowledge of business English, spelling, and arithmetic. Working knowledge of modern office practices and procedures. Ability to make minor decisions in accordance with established policies and procedures and to apply these to work problems. Ability to maintain clerical records and prepare routine reports from such records. Ability to maintain good relationships with the general public. Ability to communicate effectively with staff, parents, students, members of the community and others. Skill in the operation of a typewriter and of a computer terminal to perform word-processing or data system tasks. Excellent human relations skills. Computer skills including word processing and database required and experience with existing MCPS databases including: OASIS, OSS, SIMS, etc. Knowledge of and the ability to meet the seven core competencies of the Supporting Services Professional Growth System.

EDUCATION, TRAINING, AND EXPERIENCE: High School or GED diploma required. One year experience in performing responsible clerical and secretarial work in a busy office environment. Other combinations of education, training, and experience which provide the knowledge, abilities, and skills necessary to perform effectively in the position may be considered.

School Secretary II

MINIMUM QUALIFICATION STANDARDS

KNOWLEDGE, SKILLS, AND ABILITIES: Strong working knowledge of business English, spelling, arithmetic, and modern office practices, procedures, and equipment; good understanding of MCPS school office operations and area and central office organization. Ability to make decisions in accordance with established policies and procedures and the ability to apply these to work problems; ability to maintain clerical records and prepare reports; ability to work effectively with students and administrative and instructional staff, school employees, and central office staff. Ability to multi-task and demonstrate strong organizational skills while also being flexible in schedule/duty assignments. Skill in the operation of a typewriter and in operating word processing and computer equipment. Good human relations and communications skills. Knowledge of and the ability to meet the seven core competencies of the Supporting Services Professional Growth System.

EDUCATION, TRAINING, AND EXPERIENCE: High School or GED diploma required. One year experience in performing responsible secretarial, fiscal, and clerical work in a busy office environment. Other combinations of education, training, and experience which provide the knowledge, abilities, and skills necessary to perform effectively in the position may be considered.

Administrative Secretary I

MINIMUM QUALIFICATION STANDARDS

KNOWLEDGE, SKILLS, AND ABILITIES: Considerable knowledge of business English, spelling, general vocabulary, and arithmetic; considerable knowledge of modern office practices, procedures, and equipment; working knowledge of the general organization and functions of the major units of MCPS. Ability to keep complex records, assemble and organize data, and to prepare reports from such records; ability to compose memoranda and letters from general instructions; ability to carry out continuing assignments on own initiative; ability to take rapid and accurate dictation from individuals or group

meetings may be required for some positions. Ability to operate word processing equipment and to complete complex word processing tasks. Skill in the proficient operation of typewriters, word processors, and desktop computers. Good oral and written communications and human relations skills. Knowledge of and the ability to meet the seven core competencies of the Supporting Services Professional Growth System.

EDUCATION, TRAINING, AND EXPERIENCE: High School or GED diploma required. Associates degree preferred. Minimum two years' experience within a busy office environment. Written and oral communication skills training; considerable experience providing high-level secretarial/data management functions using modern office technologies. Other combinations of applicable education, training, and experience, which provide the knowledge, abilities, and skills necessary to perform effectively in the position may be considered.

Administrative Secretary II
MINIMUM QUALIFICATION STANDARDS

KNOWLEDGE, SKILLS, AND ABILITIES: Considerable knowledge of business English, spelling, general vocabulary, and arithmetic; considerable knowledge of modern office practices, procedures, and equipment; considerable knowledge of the general organization and functions of the major units of MCPS. Ability to keep complex records, to assemble and organize data, and to prepare reports from such records; ability to compose memoranda and letters from general instructions; ability to take rapid and accurate dictation from individuals or at group meetings may be required for some positions; ability to carry out continuing assignments on own initiative. Ability to handle confidential and controversial matters with judgment and tact. Ability to operate word processing equipment and to complete complex word processing tasks. Working knowledge and skills in proficient use of Financial Management System components, accounts maintenance, and procurement procedures. Skill in the proficient operation of desktop computers. Good oral and written communications and human relations skills. Knowledge of and the ability to meet the seven core competencies of the Supporting Services Professional Growth System.

EDUCATION, TRAINING, AND EXPERIENCE: High School or GED diploma required. Associates degree preferred. Minimum two years' experience with considerable progressive experience in the secretarial field, preferably supplemented with experience in performing accounts maintenance and related fiscal work, including some experience with Montgomery County Public Schools. Other combinations of applicable education, training, and experience which provide the knowledge, abilities, and skills necessary to perform effectively in the position may be considered.

Administrative Secretary III
MINIMUM QUALIFICATION STANDARDS

KNOWLEDGE, SKILLS, AND ABILITIES: Extensive knowledge of business English, spelling, general vocabulary, and arithmetic, and modern office practices, procedures, and equipment. Considerable knowledge of the general organization and functions of major MCPS units. Ability to keep complex records, assemble and organize data, and prepare reports from such records; to compose memoranda and letters from general instructions; to carry out assignments on own initiative; to handle confidential and controversial matters with judgment and tact; and to perform complex word processing and data entry/extraction. Knowledge of and skilled in creating google shared drives, table tents, mailing labels, presentation slides, and capturing results from survey are desirable. Knowledge of technology tools/surveys and mobile media desired. Excellent oral, written, and interpersonal communication skills. Knowledge of and the ability to meet the seven core competencies of the Supporting Services Professional Growth System.

EDUCATION, TRAINING, AND EXPERIENCE: High School or GED diploma required. Associates degree preferred. Minimum five years of progressively more responsible experience, three of which shall have been in the administrative or office assistant class in a school or central office setting. Completion of some college coursework desirable. Training in personal computing sufficient to perform complex word processing tasks and to possess a working knowledge of spreadsheets and databases. Other combinations of applicable education, training, and experience which provide the knowledge, abilities, and skills necessary to perform effectively in the position may be considered.

MCPS Elementary Schools With 40% or Higher Latino Population (As of May 16, 2019)

Spanish-speaking Front Office Staff

School Name	Current Latino Student Enrollment	Total Front Office Staff	Spanish-speaking Front Office Staff	Percentage Spanish-speaking Front Office Staff
Arcola	67.8	2	2	100.0%
Bel Pre	52.1	2	1	50.0%
Brookhaven	49.9	2	2	100.0%
Brown Station	45.8	2	2	100.0%
Cannon Road	47.8	2	0	0.0%
Clopper Mill	46	2	1	50.0%
Cresthaven	47.9	2	0	0.0%
Capt. James E. Daly	50.5	2	1	50.0%
Flower Hill	46.8	2	0	0.0%
Fox Chapel	44.3	2	1	50.0%
Gaithersburg	78.3	3	3	100.0%
Georgian Forest	61.8	2	1	50.0%
Glen Haven	48.5	2	1	50.0%
Glenallan	44.2	2	0	0.0%
Harmony Hills	76.1	2	2	100.0%
Highland	73.4	2	1	50.0%
Kemp Mill	79	2	2	100.0%
Lake Seneca	41.8	2	1	50.0%
JoAnn Leleck ES at Broad Acres	83.7	3	0	0.0%
Meadow Hall	56.5	2	1	50.0%
Mill Creek Towne	44.3	2	1	50.0%
Montgomery Knolls	46.3	2	2	100.0%
New Hampshire Estates	77.2	2	2	100.0%
Roscoe R. Nix	49.2	2	1	50.0%
Oak View	66.2	2	2	100.0%
Pine Crest	42.8	2	1	50.0%
Rock View	47.6	2	1	50.0%
Rolling Terrace	72.3	3	2	66.7%
Rosemont	47.9	2	1	50.0%
Sequoyah	49.7	2	0	0.0%
Sargent Shriver	78.2	3	1	33.3%
South Lake	67.2	3	2	66.7%
Stedwick	49.4	2	1	50.0%

School Name	Current Latino Student Enrollment	Total Front Office Staff	Spanish-speaking Front Office Staff	Percentage Spanish-speaking Front Office Staff
Strathmore	43.8	2	1	50.0%
Strawberry Knoll	43.9	2	1	50.0%
Summit Hall	73.5	2	1	50.0%
Twinbrook	61.5	2	0	0.0%
Viers Mill	62.8	2	1	50.0%
Washington Grove	59.9	2	1	50.0%
Watkins Mill	57.4	2	2	100.0%
Weller Road	80.5	2	1	50.0%
Wheaton Woods	58.8	2	0	0.0%
Whetstone	57.1	2	0	0.0%
Total Elementary Schools		91	47	51.6%
Positions Included: Administrative Secretary/Main Office Secretary				

MCPS Middle Schools With 40% or Higher Latino Population (As of May 16, 2019)

Spanish-speaking Front Office Staff

School Name	Current Latino Student Enrollment	Total Front Office Staff	Spanish-speaking Front Office Staff	Percentage Spanish-speaking Front Office Staff
Argyle	54.2	4	2	50.0%
Eastern	47.1	5	4	80.0%
Forest Oak	55.5	4	2	50.0%
Gaithersburg	50.1	4	2	50.0%
Col. E. Brooke Lee	60	4	2	50.0%
A. Mario Loiederman	61.6	4	3	75.0%
Montgomery Village	54.7	4	2	50.0%
Neelsville	51	4	3	75.0%
Newport Mill	53.1	5	2	40.0%
Parkland	51.8	4	2	50.0%
Shady Grove	41.3	4	1	25.0%
Silver Spring International	41.3	4	2	50.0%
Sligo	40.5	4	3	75.0%
White Oak	51.1	4	2	50.0%
Earle B. Wood	45.1	4	0	0.0%
Total Middle Schools		62	32	51.6%
Positions Include: Administrative Secretary/Main Office Secretary/Attendance Secretary/Counseling Secretary/Magnet Secretary				

MCPS High Schools With 40% or Higher Latino Population (As of May 16, 2019)

Spanish-speaking Front Office Staff

School Name	Current Latino Student Enrollment	Total Front Office Staff	Spanish-speaking Front Office Staff	Percentage Spanish-speaking Front Office Staff
Albert Einstein	48.1	6	2	33.3%
Gaithersburg	53.5	8	3	37.5%
John F. Kennedy	59	5	5	100.0%
Northwood	53.6	7	3	42.9%
Rockville	41.3	5	2	40.0%
Watkins Mill	51.9	6	2	33.3%
Wheaton	53.9	6	5	83.3%
Total High Schools		43	22	51.2%

Positions Included: Administrative Secretary/Main Office Secretary/Attendance Secretary/Counseling Secretary

MCPS Special Schools With 40% or Higher Latino Population (As of May 16, 2019)

Spanish-speaking Front Office Staff

School Name	Current Latino Student Enrollment	Total Front Office Staff	Spanish-speaking Front Office Staff	Percentage Spanish-speaking Front Office Staff
Stephen Knolls	43.2	2	0	0.0%

Positions Included: Administrative Secretary/Main Office Secretary