

**2023 JOB RESPONSIBILITIES
CENTER FOR TALENTED YOUTH
OFFICE CLERK/GENERAL ASSISTANT**

All staff members are expected to adhere to the *CTY Standards of Employee Conduct*; contribute positively to the site's living and learning community; ensure students' physical and emotional safety; uphold the [CTY Student Code of Conduct](#) and enforce site rules; and perform reasonable job duties, even if not part of the job description, as assigned by their supervisors.

Office clerks, also referred to as General Assistants (GAs), are responsible for providing general support at the day sites. Although certain activities are typical (supply runs and office coverage), specific tasks and responsibilities can and do change according to each day's demands. The role of the GA may vary somewhat from site to site depending upon the needs of the specific program.

GAs are members of the site administration. All members of the site administration are expected to:

- Work as a team, keeping program goals in sight while managing a range of details.
- Help set the appropriate tone for the community, as described in staff handbooks and other program documents.
- Anticipate and prevent potential problems.
- Communicate promptly, clearly, sensitively, and securely with other administrators, staff, students, parents/guardians, the host institution, and the CTY office in Baltimore using JHU-approved platforms.
- Help the academic and recreational programs collaborate effectively.
- Model professionalism.
- Represent the philosophy and policies of CTY in a manner that fosters cooperation and respect among summer staff, students, host institution staff, and full-time CTY staff throughout the program.

Supervision

GAs are supervised by the office manager, who is responsible for assigning the day-to-day schedule in consultation with the site director.

Work Schedule and Physical Requirements

GAs work Monday-Friday, 8 a.m.-4:30 p.m. Additional hours may be required. GAs work the student check-in day on the weekend immediately prior to the start of each session, and the Saturday at the end of each session, as needed. GAs must maintain some flexibility regarding work hours to accommodate each day's unique demands.

GAs are required to travel and navigate a college/school campus with or without accommodations. This may include traversing some long distances across campus. Some lifting and moving may be required.

Additional job responsibilities of the GA include but are not limited to:

Before Arriving at the Site:

- Carefully read the *General Assistant Handbook* and *Program Assistant Handbook* and other resources provided by CTY prior to arriving on site. Familiarize yourself with program materials provided to you so you are aware of the overall structure of CTY and the rules and regulations for students and staff.
- Complete trainings, background checks, health forms, immunization records, and other items required by JHU, CTY, the host institution, or state/local regulations.
- Access and familiarize yourself with CTY's designated communication and digital file storage systems. Links, training, and login information for these systems will be provided during the onboarding process.

Before Instructional Staff and Students Arrive:

- Arrive at the site on the date specified in your employment agreement to assist in setting up the site and preparing for the arrival of instructors, program assistants, and students. Bring a cell phone, etc. to use during your employment. Specific responsibilities during pre-session planning include unpacking site supplies from storage facilities, assisting in the physical setup of the site office, and preparing for the first day of classes.
- Perform supply runs. This involves using your own vehicle, for which CTY will reimburse your mileage at the current Johns Hopkins University rate.

Opening Day through Closing Day:

- On a day-to-day basis, divide time between some or all of the following tasks. The office manager will determine how much time should be allocated to the various duties each day.
 - Office duties such as covering telephones, especially during lunch; running errands; conducting supply runs; picking up attendance sheets from instructors; escorting students as necessary; and typing, filing, and photocopying. The office manager's procedures must be followed in carrying out these tasks.
 - Assist with supervision during lunch, activities, student breaks, and field trips (as requested). Support program assistant (PA) efforts during morning drop-off and afternoon pick-up, and preparation for After-Care.
- Create a weekly newsletter for families.
- Consult with your supervisors each day regarding your workload and schedule. In addition to performing assigned tasks, assist by taking initiative on general office tasks.

- Assist in all aspects of the program as requested by the dean of students, academic dean, academic counselor, office manager, or site director. Fill in when a PA is absent due to illness or other extenuating circumstances, if needed. Substituting for a PA includes assuming responsibility for daily activities, supervising students during breaks and at lunch, and assisting an instructor with a class.
- Attend staff meetings as requested by the office manager or site director.
- Assist in ensuring the health and safety of all students by following site medical protocols covered in orientation and written materials. As requested by supervisors, assist not only with health office logistics such as escorting students to/from the office or filing paperwork, but also with urgent medical situations, which may require accompanying students to the ER and assisting in adherence to COVID protocols.
- Advise the appropriate administrator(s) of any disciplinary, emotional, or academic problem a student may be having as soon as you are aware of the issue. Complete a *Concern/Incident/Medical Report* to document a student's illness, injury, or misconduct.
- Submit a Clery Act exit survey, including providing any follow-up information as requested by JHU Campus Safety and Security.

After Students Depart:

- Share your original mileage log and total mileage with your program manager or assistant program manager.
- Ensure that any equipment borrowed or rented during the session is returned in good condition.
- Assist with the departure of the program from the site, including inventorying, boxing, and storing materials, and returning appropriate materials to the program manager or assistant program manager for the site.
- Depart the site with the permission of the office manager, site director, assistant program manager, and/or program manager.
- Provide the program manager for your site with your mailing address, telephone number, and email address where you can be reached during the upcoming academic year.

Sample Daily Schedule

Here's what a day in the life of a General Assistant looks like. Exact schedules will vary from site to site.

DAY SITES

Morning

- Help with copies, logistics, phones and Before Care coverage
- Assist with students' drop off and attendance
- Organize supply runs and do other paperwork
- Help supervise class breaks if needed

Afternoon

- Eat lunch; supervise students as needed during lunch/recess
- Go on supply run and/or work on special projects like newsletters
- Help supervise afternoon activities
- Open After Care and supervise students during carpool until assigned staff arrive