

Sonoma County Office of Education – Job Description

Classified Management

ADMINISTRATIVE OPERATIONS SPECIALIST – HUMAN RESOURCE SERVICES

Definition:

To provide support to the Assistant/Associate Superintendent of the Human Resource Services by developing, coordinating and monitoring procedures for internal (within division and across departments) and external (across districts) services. Will act as the Assistant/Associate Superintendent's liaison with staff, districts/schools, community members and other agencies, when assigned. To independently plan, organize, research, direct, coordinate and execute a wide variety of high-quality and diverse administrative and fiscal procedures and functions within a department.

Distinguishing Characteristics:

This assignment is within the Administrative Operations Specialist classification. The position provides professional management level administrative support functions for diversified and evolving projects in an independent manner and requires the ability to serve in an advisory and supervisory capacity to others.

Supervision Exercised and Received:

The Assistant/Associate Superintendent of Human Resource Services and the County Superintendent provide general direction. Responsibilities include providing direction to and supervising certificated and classified staff.

Example of Duties and Responsibilities:

Duties and Responsibilities may include, but are not limited to, the following:

- Attends meetings as assigned on behalf of the Assistant/Associate Superintendent and the Sonoma County Office of Education with districts/schools, government agencies, community members and businesses in order to further the mission, vision, goals and activities of the County Office.
- Plans, organizes, directs and coordinates the development of departmental communications, informational methods, procedures, services and products that create a climate of understanding about the County Office's mission, vision, goals and activities within accepted and established protocols.
- Represents County Office of Education on committees which impact the County Office on behalf of the Assistant/Associate Superintendent.
- Recommends and administers policy and procedure changes. Understands and accurately represents the County Office's vision, mission, goals and policies to staff, district personnel and the community.
- Supervises and oversees materials produced by others within the department for internal and external distribution and provides direction in regard to content, credibility, readability, format/layout, style, grammar and/or composition.

- Informs and engages the public and staff of proposed programs, projects and services; solicits and obtains the participation of interested citizens and groups in program development and operation.
- Anticipates needs, initiates activities and applies correct policies toward resolution; mediates, counsels and resolves classified staff differences.
- Selects, trains, schedules and supervises classified employees, students and volunteers.
- Exercises and monitors staff with respect to confidentiality in the treatment of sensitive information related to personnel matters; acts as a resource for collective bargaining unit contracts and merit rules for all staff and managers of the County Office.
- Has an active role as a resource in contract negotiations.
- Directs/Coordinates/Facilitates special projects and events in conjunction with assigned classified and certificated staff, ensuring written and/or printed materials exemplify the quality and commitment of County Office operations.
- Independently studies, plans, directs and coordinates the development and implementation of systems and procedures used to collect data necessary in the financial control of department/division funding.
- Reviews data collected for consistency and accuracy in compliance with grant requirements and/or state and federal law.
- Facilitates and makes recommendations on the development of department/division budget information and completes preparation of budgets for submission to decision-making groups.
- Prepares fiscal and budget reports for the Deputy Superintendent.
- Prepares and updates department/division budgets.
- Analyzes and reviews all funding sources in order to maximize revenues.
- Facilitates the division staff in following established budgetary and business procedures.
- Develops, implements and supervises systems and procedures to ensure adequate department/division budgetary and/or internal controls.
- Performs other related duties as assigned.

Employment Standards:

Knowledge of:

- Education issues, organizations operations.
- Working knowledge of Brown Act and other applicable rules and regulations.
- Federal and State laws, policies, procedures and practices governing primary and secondary educational programs.
- Methods of communication between agencies served by the County Office of Education on a countywide, regional and statewide basis.
- Merit system and bargaining unit agreements.
- Standard human resources, fiscal and accounting practices and procedures.
- Effective organization and communication strategies.
- Effective supervisory methods and techniques.
- Principles of budget development preparation and control.
- Purchasing and standard accounting methods and practices.
- Basic office methods, practices and procedures.
- Standard English usage, spelling, grammar and punctuation.
- Standard office machines including computers.
- Variety of software programs, including Word, ESCAPE, Excel Google docs.
- Techniques for planning, editing and designing newsletters, brochures and other publications.
- Methods, techniques and principles of graphic design using a variety of software, including desktop publishing.

- Written and oral communications, including language mechanics, syntax and English composition.
- Safe work practices.

Ability to:

- Comprehend, interpret and apply laws, rules, regulations, policies, procedures pertaining to programs, services and contact regulations.
- Understand the organization and operation of the County Office and of outside agencies as necessary to assume assigned responsibilities.
- Establish and maintain liaisons with universities, school districts, county service agencies, state agencies and other partners and consultants.
- Research, acquire and evaluate appropriate data for effective problem solving and/or decision-making.
- Analyze situations carefully and adopt appropriate effective courses of action.
- Establish and maintain cooperative and effective working relationships with those contacted during the performance of job duties.
- Use discretion and maintain confidentiality as appropriate when communicating with others.
- Respond promptly to requests from internal and external clients; provide needed information, assistance, training, materials and resources.
- Plan, organize and prioritize own work to meet deadlines and accomplish assigned tasks within established Superintendent timelines, including maintaining accurate records and files.
- Work independently in a variety of situations; work on several major projects simultaneously and follow through on tasks with minimal supervision.
- Analyze problems and evaluate alternate solutions leading to a recommended resolution.
- Coordinate assigned projects with County Office departments, districts, schools, community and other agencies, consultants and County Offices.
- Develop and maintain positive and cooperative working relationships, including having the ability to deal effectively with a wide variety of personalities and situations requiring diplomacy, friendliness, poise and firmness.
- Utilize technology effectively.
- May select, train, direct, supervise and formally evaluate staff.
- Organize, direct, coordinate and manage a variety of administrative projects and programs.
- Implement and administer special projects.
- Communicate effectively in a professional manner both orally and in writing.
- Maintain an orderly work environment and perform tasks in a prescribed and safe manner.
- Maintain and improve professional skills and knowledge.
- Be flexible and receptive to change; demonstrate initiative.

Education and Experience:

Any combination of education and experience that would provide the knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

- Demonstrated completion of at least a two (2) year college program which resulted in an Associate's Degree or equivalent, with an emphasis in public administration or a closely related field.
- Bachelor's Degree from an accredited college or university is preferred.
- Additional equivalent experience may be substituted for college education year for year.

Experience:

- Three (3) years of experience in a public or private agency working in the area of office management, knowledge of software, developing administrative procedures and flexibility in managing personnel.

Physical Abilities:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Positions in this classification work indoors and sit for long periods of time.
- The position requires daily oral communication in person and on the telephone and frequent written communication.
- Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.
- The work involves operating a computer, calculator, copier and other equipment and involves repetitive arm and hand movement.
- Requires hand-eye-arm and finger dexterity to use a personal computer keyboard, ten-key and other common office equipment.
- Entering data by touch requires the ability to hear computer alarms for errors.
- Forms and copies are color coded, requiring the ability to distinguish among colors.
- Requires visual acuity sufficient to recognize people, words and numbers.
- May need to occasionally lift up to twenty (20) pounds and in excess of twenty (20) pounds with assistance.
- Must have normal vision (20/20), corrected or uncorrected.

Other Requirements:

- Must be fingerprinted and a satisfactory Department of Justice records check must be received by County Office, prior to employment.
- TB testing will be required upon employment.
- Must pass a pre-employment physical (if applicable).
- May be required to obtain first aid and CPR certificates within the first 6-12 months of employment.
- May be required to drive with or without students; some positions may require a current California driver license, proof of insurance and possible participation in the DMV Pull Notice Program once employed.

Other:

- Adopted: June 25, 2018
- FLSA Status: Exempt
- Bargaining Unit: Unrepresented
- Approved by: Personnel Commission