

Sonoma County Office of Education – Job Description

Classified Management

ADMINISTRATIVE OPERATIONS SPECIALIST – NORTH COAST SCHOOL OF EDUCATION (NCSOE)

Definition:

To provide support to the Executive Director by developing, coordinating and monitoring procedures for internal (within division and across departments) and external (across districts, county consortium and enterprise “satellite programs”) services. Will act as the Executive Director and NCSOE liaison with staff, districts/schools, county offices, 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 an expanding enterprise organization.

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 Executive Director provides supervision of this position. Employees in this class work independently within a broad framework of policies and procedures. Employees in this class direct, mentor, supervise and formally evaluate classified staff, students and volunteers.

Example of Duties and Responsibilities:

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

- May represent the Executive Director and the Sonoma County Office of Education with districts/schools, government agencies, community members, institutes of higher learning (IHE), county office consortium members and businesses in order to further the mission, vision, goals and activities of the County Office and NCSOE enterprise.
- Plans, organizes, directs and coordinates the development of departmental and organizational communications, informational methods, procedures, services and products that create a climate of understanding about the County Office's NCSOE mission, vision, goals and activities.
- Represents the County Office of Education on committees which impact the County Office on behalf of the Executive Director, including serving as a member on a number of in-house committees.
- Conducts research and acts as a resource and advisor to the Executive Director and County Office staff.
- Recommends, confers, develops, and administers policy and procedure changes; understands and accurately represents the County Office's vision, mission, goals, policies and procedures to staff, district staff and the community.

- Supervises and oversees materials produced by others for internal and external distribution and provides direction in regard to content, credibility, readability, format/layout, style, grammar and/or composition.
- Anticipates needs, concerns and potential problems; initiates activities and applies correct policies toward resolution; mediates, counsels and resolves classified staff conflicts.
- Selects, trains, schedules, supervises and formally evaluates classified employees, students and volunteers.
- Advises and mentors classified staff in proactive support role prior to disciplinary action or possible promotion.
- Monitors and maintains compliance with law related to the County Office of Education's NCSOE fingerprinting and educator credentialing.
- Exercises and monitors staff with respect to confidentiality in the treatment of sensitive information related to personnel matters; acts as an expert resource for classified contract and merit rules for all staff and managers of the County Office.
- Has an active role with contract negotiations.
- Schedules, oversees, arranges and facilitates activities and calendar of the Executive Director.
- Assists the Executive Director with supervision of personnel and monitors such in compliance with the County Office of Education's policy, bargained contracts, and educational law and regulation.
- Monitors personnel and departmental compliance with reporting of workplace injuries, workers' compensation requirements, and return to duty.
- Independently studies, plans, directs and coordinates the development and implementation of systems and procedures used to collect data necessary for the Commission on Teacher Credentialing (CCTC) and for financial control of NCSOE funding.
- Develops, maintains, updates, analyzes, manages, and monitors a variety of NCSOE budgets including grant funds.
- Prepares fiscal and budget reports for the Executive Director.
- Facilitates and makes recommendations on the development of NCSOE budget information and completes preparation of budgets for submission to decision-making groups and county office consortium members.
- Assists and facilitates the department staff in following established budgetary and business procedures.
- Develops, implements, and supervises systems and procedures to ensure adequate NCSOE budgetary and/or internal controls.
- Develops inventory standards; reviews and facilitates ordering process.
- Applies desktop publishing expertise to documents communicating the County Office of Education's NCSOE functions, events, programs to internal and external audiences.
- Oversees all NCSOE contracts and Memorandum of Understandings (MOU) for services, including, but not limited to soliciting the bid, selection of contract, ensuring proper invoicing of and monitoring usage.
- Prepares a variety of reports to the County Superintendent and other county offices within the NCSOE enterprise.
- Assists the Regional Consortium with including, but not limited to, calendaring meetings, professional development schedules, preparing agendas and minutes, preparing reports and events.
- Collaborates with other departments, consortium county offices and satellite programs and work closely with staff in similar positions, to help coordinate and align procedures.
- Performs related duties as assigned.

Employment Standards:

Knowledge of:

- Education issues, organizations, and operations.
- Federal and State laws, policies, procedures and practices governing primary and secondary educational programs.
- Assessment and evaluation strategies for administrators and programs; goals, requirements, and guidelines of the State of California Commission on Teacher Credentialing regarding teacher and administrative preparation programs.
- Methods of communication between agencies served by the County Office of Education on a countywide and regional, and statewide basis.
- Department of Justice reporting.
- Merit system.
- Standard human resources practices including collective bargaining.
- 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.
- 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, Regional Consortium, Satellite Expansion Projects 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.
- 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 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, Regional Consortium, Satellite Networks, community and other agencies.
- 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.
- 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 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, including basic accounting, knowledge of business 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