

Sonoma County Office of Education – Job Description

Classified Management

ADMINISTRATIVE OPERATIONS SPECIALIST – SPECIAL EDUCATION SERVICES DEPARTMENT

Definition:

To provide support to the Deputy/Associate/Assistant Superintendent or Director of the Special Education Services Department by developing, coordinating and monitoring procedures for internal (within division and across departments) and external (across districts) services. Will act as the Deputy/Associate/Assistant Superintendent or Director'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 Deputy/Associate/Assistant Superintendent provides supervision of this position. Employees in this class work independently within a broad framework of policies and procedures. Employees in this class may 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 Deputy/Associate/Assistant Superintendent or Director 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 and organizational communications, informational methods, procedures, services and products that create a climate of understanding about the County Office's mission, vision, goals and activities.
- Represents County Office of Education on committees which impact the County Office on behalf of the Deputy/Associate/Assistant Superintendent or Director, including serving as a member on a number of in-house committees.
- Conducts research and acts as a resource and advisor to the Deputy/Associate/Assistant Superintendent or 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 and staff conflicts and certificated staff conflicts as assigned by the Deputy/Associate/Assistant Superintendent.
- Selects, trains, schedules, supervises and formally evaluates classified employees, students and volunteers.
- Manages human resources actions for the department.
- Assists the Deputy/Associate/Assistant Superintendent with supervision of personnel and monitors such in compliance with County Office of Education 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.
- Monitors, assists and facilitates the department staff in following established procedures, not limited to: reporting time off; reporting supplemental work for compensation; completion of personnel evaluation processes; completion of legally and County Office of Education required training.
- Coordinates and monitors the creation of yearly classroom calendars.
- Coordinates and monitors assignments of certificated and classified personnel, including, but not limited to: preparing and sending requests for assignment preferences to classified staff; preparing and sending preliminary and final assignment notices to certificated and classified personnel.
- Coordinates and monitors the development of staffing and classroom configurations for the Extended School Year program, including, but not limited to: preparing and sending intent to work notices; preparing and sending intent to enroll student notices; preparing reports regarding staffing and enrollment; preparing and sending final assignment notices to certificated and classified personnel.
- Monitors daily required staffing of department's programming and classrooms.
- Advises and mentors certificated and classified staff in a proactive support role in alignment with requirements of bargained contracts, County Office of Education policy and California education code.
- Notifies personnel and association leadership of information prior to disciplinary action as directed by the Deputy/Associate/Assistant Superintendent or Director and the Sonoma County Office of Education.
- May represent the Deputy/Associate/Assistant Superintendent with bargaining units.
- Monitors recruitment of classified and certificated personnel for the Special Education Services Department to support the adequate and appropriate staffing of the department's programming for students.
- Supports and monitors staff with respect to confidentiality in the treatment of sensitive information related to student and personnel matters.
- Confers with HR department staff and acts as an expert resource for certificated contract, classified contract and merit rules for all staff and managers of the County Office.
- Schedules, oversees, arranges and facilitates activities and the calendar of the Deputy/Associate/Assistant Superintendent or Director.
- Independently studies, plans, directs and coordinates the development and implementation of systems and procedures used to collect data necessary to inform the financial control of department funding.
- Prepares personnel reports for the Deputy/Associate/Assistant Superintendent or Director.

- Facilitates and makes recommendations on the development of department classified staffing and completes preparation of information for submission to decision-making groups.
- May have an active role with contract negotiations.
- Develops, implements and supervises systems and procedures to ensure appropriate internal controls within the department.
- Monitors student incident reporting for the Deputy/Associate/Assistant Superintendent.
- Prepares a variety of reports to the Human Resources Department and County Superintendent's Office and others.
- Collaborates with other departments 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.
- Special Education laws, regulations and best practices.
- Federal and State laws, policies, procedures and practices governing primary and secondary educational programs.
- Federal and State laws, policies, procedures and practices governing employment practices.
- Methods of communication between agencies served by the County Office of Education on a countywide and regional and statewide basis.
- Merit system.
- Standard human resources practices.
- Effective organization and communication strategies.
- Effective supervisory methods and techniques.
- Principles of budget development preparation and control.
- Purchasing practices.
- Basic office methods, practices and procedures.
- Standard English usage, spelling, grammar and punctuation.
- Multiple software and database systems.
- Standard office machines including computers.
- Techniques for planning, editing and designing newsletters, brochures and other publications.
- 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.
- 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, 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