

PROGRAM SPECIALIST TECHNICIAN II

Definition:

Performs a variety of highly specialized complex secretarial and technical duties in support of a regional program, district consortia, and an organizational unit having multiple departments or a single function of similar scope of service. Provides support to districts in implementing the key elements of the State and Federal legislation and meeting the requirements of other Federal and State accountability measures. Work activities include, but are not limited to, coordinating and gathering information necessary to complete and submit complex Federal, State, and local reports, applications and technical documents, which includes independent research, interviews, meetings, general record keeping, and coordination of programs and projects that involve other work teams, local school districts and departments.

Distinguishing Characteristics:

Provides high-level complex secretarial and technical support for compliance with State, Federal, and regional program standards and goals that requires in depth knowledge of program and credentialing requirements. The incumbent works independently with minimal supervision within a broad framework of policies, procedures and program standards. Communicates with County Office staff members, State, Federal, District and regional personnel. Uses independent judgment and technology systems to complete tasks, share program knowledge, and promote the use of best practices. Coordinates the flow of information among work teams, including local districts. The Program Specialist Technician II uses more independent judgment, integrated technology systems, and requires more technical knowledge than the Administrative Support Secretary IV classification.

Supervision Exercised and Received:

Serves under limited supervision of a program administrator. The position may exercise leadership over other support staff.

Examples of Duties and Responsibilities:

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

- Assists with program administration through communications, research, submission and monitoring of annual and quarterly reporting to State and Federal Agencies, including timely completion and accurate submission of State and Federal applications, reports and forms for California Commission on Teacher Credentialing (CCTC) Accreditation in compliance with deadlines and legal and program requirements;
- Collects, analyzes and monitors State, Federal required data; using multiple databases or spreadsheets to support work. Maintains up-to-date records of information to support reports, and creates, edits, and distributes reports for final review;
- Supports the regional program assistant and/or director, Consortium County Offices of Education, SCOE teams, districts, government agencies and regional partners to implement program standards in compliance with State and Federal mandated requirements, by conducting research and acting as a resource or program advisor; producing appropriate materials and reports, coordinating schedules, regional enrollment and calendars, and providing site information to teachers, administrators, and program directors and coordinators; and provides updated instructions for visitation;
- Anticipates office reporting due dates and supports office trainings; sets calendar accordingly; coordinates seminar and travel needs for staff and consultants; and attends workshops, webinars and trainings to stay current on policy, procedures and technical skills;
- Contacts agency or program personnel to obtain clarification of program requirements, and communicates same to program managers and participants accurately and timely;
- Plans, organizes, coordinates the development of regional staff development days and communications, procedures, services and products that support the implementation of mandated program standards and requirements;
- Provides verbal and written support to Superintendents, Principals, CBO's, Business Managers, Support Providers, and Participating Teachers on issues such as BTSA Induction, Williams and Valenzuela compliance, No Child Left Behind (NCLB), Quality in Education Act (QEIA), and other programs as assigned;
- Receives and maintains audit/legal materials, exercising confidentiality when needed and proper care in filing, and exercises confidentiality in the treatment of sensitive information, including district, teacher and student information;
- Develops, maintains, analyzes, and manages budgets, ensuring adequate availability of funds, sets up and maintain files for accounts payable, processes purchase orders and maintains inventory of program office

supplies; deposits funds, processes invoices for accounts receivable, open and close multiple school year and fiscal year budgets, and completes and submits end of year reports;

- Prepares documents for Board packets and other district meetings;
- Receives walk-in clients and telephone inquiries from a variety of individuals. Initiates and receives telephone calls, provides information and resolves matters as appropriate, or routes calls as necessary;
- Attends informational meetings as assigned to represent the department, occasionally in place of the regional program assistant or the regional director; and
- Performs other duties as required to accomplish the objectives of the position.

Employment Standards:

Knowledge of:

- In-depth knowledge of office practices, procedures, equipment, and technology systems including filing systems, receptionist and telephone techniques, and letter and report writing.
- In depth knowledge of those activities associated with statistical record keeping, graphic display, and budgetary comparisons.
- In depth knowledge of personal computer based software programs that support this level of work, including but not limited to word processing, spreadsheet, relational databases, financial software, presentation graphics, registration systems, state database, and data entry onto custom databases.
- Problem solving skills necessary to operate from an objective and develop sequenced action plans for completion of all phases of an assignment.
- Thorough knowledge of proper English usage, grammar, spelling, punctuation, and proofreading/ editing.
- Math necessary to compute sums, products, ratios, decimals, and percents.
- Self-initiated human relations skills necessary to communicate technical concepts, program information and sensitive issues to others and convey a positive, service-oriented image of the department.
- Safe work practices.

Ability to:

- Perform all of the relevant duties of the position with minimal supervision and work independently to complete assignments;
- Prioritize work in order to meet multiple deadlines, maintain schedules, and coordinate workload and schedule with administration;
- Coordinate and perform complex office and secretarial work with speed and accuracy;
- Interpret, explain and accurately apply knowledge of federal, state, regional, programs;
- Present information to individuals or groups and to listen and respond appropriately to others;
- Effectively convey to others department organization, operations, programs, functions and special program terminology;
- Compile and maintain complex records and prepare state, federal, and local complex reports and applications;
- Analyze situations accurately and adopt an effective course of action;
- Develop and maintain effective relationships with others to support the program goals and communicate with a wide range of contacts within and outside the SCOE independently with tact, diplomacy, and courtesy, and in a manner that reflects positively on the department and SCOE;
- Effectively use common office equipment, including, scanners, faxes, copiers, LCD projectors, and similar equipment;
- Analyze technical problems and to develop and apply appropriate solutions;
- Read, understand and apply information from federal, state and local laws and regulations;
- Write complex technical correspondence in a professional manner;
- Coordinate calendars and projects with administrative staff;
- Perform data entry onto pre-formatted screens and to compose correspondence at a keyboarding rate of 70 w.p.m.
- Maintain confidential and sensitive information;
- Be flexible and receptive to change and work effectively as part of a team devoted to customer service.

Computer Skills:

- Operate a personal computer using accepted office software that includes but is not limited to word processing, spreadsheets, relational databases, desktop publishing, report writing, and graphic layout, including learning to work effectively across both PC and MAC platforms as needed for successful job performance;
- Learn government based electronic applications and reporting systems and troubleshooting techniques;
- Perform intermediate desktop publishing, including the ability to create a desktop publishing document, import text and graphics, create master pages and page numbers, spell check, work with basic page layout and design, use the toolbox and palettes;
- Intermediate Internet usage including the ability to view web pages, use a search engine, bookmark a site, download a file; print out web pages, copy text, edit bookmarks, print web pages, and observe copyright regulations;
- Perform advanced word processing skills, such as the ability to format sections, multiple headers/footers; set tabs with leaders and indents; format text into columns and create and format tables and forms; insert watermarks, AutoShapes, and word art; create templates, and use merge functions;
- Perform advanced database skills, such as the ability to sort and retrieve records; create layouts and reports; create and print mailing labels; perform mail merge for form letters; add, edit, delete fields and records; and work with relational databases to create reports and lists;
- Perform advanced spread sheet skills, including the ability to insert formulas and mathematical calculations; create workbooks; use multiple worksheets; format and print worksheets; sort lists; and create graphs and charts;
- Perform advanced ePortfolio and database tracking within a Learning Management System;
- Perform management and verification of participant attendance in a database system; and
- Use advanced email skills, including the ability to edit preferences; customize tool bar, create folders, automatic reply and forward.

Education and Experience:

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

Education:

- Completion of high school and additional college or business school coursework to obtain the required knowledge and abilities.
- An Associates degree in business or related discipline is preferred.

Experience:

- Four years of increasingly responsible secretarial work, including research, data processing, spreadsheets, accounting and budgeting, preferably with at least two years of experience in an education or public service environment.
- Experience working with federal or state program requirements is highly desirable.
- Additional experience may substitute for education.

Physical Demands:

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.

- The position requires ordinary ambulatory ability to retrieve work materials, intermittent walking, standing, stooping, and carrying and lifting of materials and equipment under 30 pounds.
- Requires visual acuity sufficient to recognize people, words, and numbers.
- Requires hand-eye-arm and finger dexterity to use a personal computer keyboard, ten-key, and other common office equipment.
- Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

Work Environment:

The following conditions may be present:

- Work is performed in an office environment with minimal exposure to health and safety considerations.

Other Requirements:

- Must be fingerprinted and a satisfactory Department of Justice records check must be received by SCOE, prior to employment.
- TB testing will be required upon employment.
- Must pass a pre-employment physical (if applicable).
- Must have normal vision, corrected or uncorrected.
- 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.