



**Orange County Department of Education
Human Resources Department
Certificated Management Class Specification**

Manager, Student Services

Class Code: 1676

Work Days: 225

GENERAL PURPOSE

Manage, plan, assign, review, and participate in the programs and operations of the Student Services Division; coordinate activities with other units, divisions, outside agencies, and the general public; and provide assistance to higher level management staff.

SUPERVISION RECEIVED AND EXERCISED

1. Receives direction from higher level management staff.
2. Exercises direct supervision over management, professional, technical, and/or clerical staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Recommend and assist in the implementation of goals, objectives, and strategic plan; establish schedules and methods for providing specialized services; implement policies and procedures.
 2. Coordinate activities and services for assigned student services programs.
 3. Coordinate with other divisions, school districts, outside agencies, and community organizations in regard to assigned student services programs.
 4. Provide leadership support to districts in their implementation of Local Control Accountability Plans.
 5. Provide assistance to higher level management staff; prepare and present reports and other necessary correspondence.
 6. Participate in the development and administration of the unit's budget; forecast and seek additional funds.
 7. Maintain records pertaining to program services; compile reports and statistical information needed for evaluation of program effectiveness and planning of duties; and ensure that required information and reports are provided to grant funders and collaborative agency partners as needed.
 8. Select, train, plan the work of, supervise, and evaluate staff; provide coaching to employees; collaborate on goal development; set clear expectations; provide constructive feedback; assist in improvement as needed; and check in regularly for understanding.
 9. Provide leadership in the interpretation and application of policies, procedures, and regulations and communicate the information as appropriate.
-

-
10. Attend and participate in professional group meetings; stay abreast of new trends and innovations related to assigned educational programs.
 11. Attend and participate in meetings held at school districts, outside agencies, businesses, and various organizations in order to manage and supervise areas of responsibility; and prepare and present reports and other necessary correspondence to a variety of educational, business, and other governmental agencies.
 12. Demonstrate attendance sufficient to complete the duties of the position as required.
 13. Perform related duties similar to the above in scope and impact as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:

1. Procedures, methods, and techniques of project and workflow management and organization.
2. Principles of effective supervision, leadership, training, coaching, and performance evaluation.
3. Recent research findings and trends relating to educational preparation.
4. Modern and complex principles and practices of curriculum and educational strategy trends in education.
5. Methods and approaches to planning educational programs and services, according to identified needs and requirements of assigned education program.
6. Evaluation and assessment techniques used in determining proper teaching and educational methods.
7. Modern principles and practices of program development and implementation.
8. Procedures, methods, and techniques of budget control.
9. California Education Code, California Administrative Code, and the policies, rules, and regulations of the County Schools Office.
10. Pertinent federal, state, and local laws, codes, and regulations.

Ability and Skill to:

1. Select, train, lead, coach, direct the work of, supervise, and evaluate management, professional, technical employees, and/or clerical personnel; and effectively delegate authority and responsibility.
2. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.
3. Effectively adapt and adjust program services to meet changing priorities and customer-specific needs.
4. Plan, implement, and facilitate activities and procedures designed to ensure the successful completion of projects.
5. Interpret and apply federal, state, and local policies, procedures, laws, and regulations.
6. Establish and maintain effective working relationships with various constituencies.
7. Interpret and explain laws, codes, contracts, policies, and procedures.

-
8. Develop and present training materials.
 9. Prepare clear and concise correspondence, reports, and other written materials.
 10. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
 11. Communicate clearly and concisely, both orally and in writing, in English; and present information effectively in front of both large and small groups.

Education, Training, and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is a bachelor's degree in education, management, communications, or a related field and five (5) years of educational experience, including two (2) years of administrative experience in a public school setting; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California credential authorizing instruction or service in a public school program.

A valid California Administrative Credential.

PHYSICAL AND MENTAL DEMANDS

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

Physical Demands

Employees must be able to perform the essential functions of the position with or without accommodation. Employees in this classification must be able to travel countywide to a variety of sites within a reasonable time frame, read written and electronic materials, and communicate clearly with those contacted through the course of work (typically in person, on the phone, and via email); perform deskwork for extended periods; and access and operate all required equipment for job duties. The position may include occasional need to traverse uneven surfaces and move items weighing up to 25 pounds.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee typically works in an office environment that is fast-paced with moderate to high pressure.