



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

Administrator, Compliance Support Services

**Class Code: 1548
Work Days: 225**

GENERAL PURPOSE

Manage, supervise, and coordinate compliance services and support related to providing payroll, retirement, credential management, fingerprinting, and related services to Orange County school districts and the County Office; and provide highly responsible and complex staff assistance to higher level management staff.

SUPERVISION RECEIVED AND EXERCISED

1. Receives general direction from higher level management staff.
2. Exercises direct supervision over management, technical, and professional 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. Develop and implement goals, objectives, policies, priorities, and strategic plan; identify resource needs; establish schedules and methods for providing specialized services; recommend and implement policies and procedures.
 2. Administer all compliance-related district services provided to Orange County school and community college districts.
 3. Select, train, motivate, and evaluate staff; provide or coordinate staff training; work with employees to correct deficiencies.
 4. Provide coaching to employees; collaborate on goal development, set clear expectations, provide constructive feedback, and check in regularly for understanding.
 5. Plan, prioritize, assign, and review the work of staff responsible for providing services for District Payroll Services, District Retirement Services, and Credentials/Fingerprinting units; prepare work schedules for appropriate staff.
 6. Serve as a liaison for the Orange County Department of Education, school districts, and other appropriate agencies regarding the development and implementation of policies and procedures in support of district compliance in the areas of payroll, retirement, credentials, and related areas.
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ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)

7. Network with outside agencies and organizations; act as a liaison between districts and various regulatory agencies at federal, state, and local levels; provide staff assistance to higher level management staff.
8. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the fields of payroll, retirement, and credentials management.
9. Develop, manage, and monitor project implementation timelines and schedule changes.
10. Coordinate/facilitate district advisory meetings for functional areas of compliance under District Compliance Services.
11. Prepare written correspondence to districts on topics related to areas of compliance under District Compliance Services.
12. Prepare and update a variety of reports/task lists regarding implementation status and support services metrics.
13. Prepare and conduct training classes for district and OCDE staff; prepare user procedural documentation and training materials.
14. Answer questions and provide information to management, staff, and school district personnel regarding system procedures.
15. Demonstrate attendance sufficient to complete the duties of the position as required.
16. Perform related duties similar to the above in scope and function as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:

1. Principles, methods, and practices of human resources, payroll, pension systems, credential management, and operations.
2. Procedures, methods, and techniques of project and workflow management and organization.
3. Principles of effective supervision, leadership, training, coaching, and performance evaluation.
4. Advanced principles of enterprise-level application and reporting system utilization in order to accomplish the objectives of Compliance Support Services.
5. Pertinent federal, state, and local laws, codes, and regulations.
6. Advanced concepts of operation and application of automated systems relative to business and statistical use.
7. Practices and procedures of technical writing.
8. Management practices and principles.
9. Procedures, methods, and techniques of systems analysis, implementation, and management.

Ability and Skill to:

1. Administer the implementation of systems and training of school districts in the use of county applications and related reporting utilities.
2. Develop and translate policies and procedures into practical applications.
3. Select, train, lead, coach, direct the work of, supervise, and evaluate professional and technical employees; effectively delegate authority and responsibility.
4. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.
5. Compile, analyze, interpret, and report research findings.
6. Develop reporting procedures in order to document, evaluate and make recommendations regarding the effectiveness of programs, services, and products that have been developed to meet the established goals and objectives of the Department.
7. Establish and maintain effective working relationships with various constituencies.
8. Interpret and explain laws, codes, contracts, policies, and procedures.
9. Develop and present training materials.
10. Prepare clear and concise correspondence, reports, and other written materials.
11. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
12. Communicate clearly and concisely, both orally and in writing, in English; 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 from an accredited college or university with major course work in accounting, finance, business, public administration, information systems, or a related field and five years of responsible professional experience managing application support in the area of finance, human resources, or payroll including considerable supervisory experience.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to bend, stoop, push, pull, grasp, squat, twist, kneel, walk, sit, and reach to access materials or equipment and complete other tasks as assigned; lift and carry up to 25 pounds; and lift from ground, waist, chest, shoulder, and above shoulder level. The position may include occasional need to traverse uneven surfaces.

Employees in this classification are to be able to travel countywide to a variety of sites within a reasonable time frame; read written and electronic materials; communicate clearly in person, on the phone, and via email; and operate all required equipment.

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 high pressure.

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