



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

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**Executive Director, Support Services**

**Class Code: 1497**

**Work Days: 225**

**GENERAL PURPOSE**

Direct, manage, plan, and provide leadership for a comprehensive Support Services program; provide performance management leadership to staff; coordinate assigned activities with other units, divisions, outside agencies, and the general public; and provide highly responsible and complex staff assistance to the Associate Superintendent, Business Services.

**SUPERVISION RECEIVED AND EXERCISED**

1. Receives direction from higher level management staff.
2. Exercises direct supervision over managerial, supervisory, technical and clerical staff.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*This position description is intended to describe the general nature and level of work 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. Manage and participate in the development and implementation of goals, objectives, policies, priorities, and strategic plan for assigned programs; recommend and administer policies and procedures.
  2. Coordinate and direct communications, information, personnel, and resources to assure smooth and efficient activities and operations related to Support Services; direct the development and implementation of programs, projects, services, strategies, goals, and objectives related to Support Services; recommend and implement policies and procedures.
  3. Provide technical expertise, advice, and training to district administrators, employees, and others concerning issues with payroll, retirement, LCAP, applications systems, and other supported programs and services.
  4. Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; assess and monitor work load, administrative and support systems, and internal reporting relationships; identify opportunities for improvement.
  5. Oversee the administration of compliance and support services provided to county school districts related to Local Control and Accountability Plan (LCAP) development and approval, including leadership support, guidance, training, oversight, and technical support, as well as ensuring adherence to applicable statutes and regulations.
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## **ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.):**

6. Select, train, motivate, and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
7. Provide coaching to employees; collaborate on goal development, set clear expectations, provide constructive feedback, and check in regularly for understanding.
8. Provide performance management leadership to staff; plan, direct, and coordinate with subordinate level managers to identify and resolve problems; assign work activities and projects; monitor work flow; review and evaluate work products, methods, and procedures.
9. Conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to business programs, policies, and procedures as appropriate.
10. Develop and administer the Support Services budget; forecast additional funds needed for staffing, equipment, materials, and supplies; direct the monitoring of and approve expenditures; recommend adjustments as necessary.
11. Serve as a liaison with school district representatives and county counsel to resolve questions of legality of school district transactions.
12. Participate on a variety of boards and commissions; attend and participate in professional group meetings; stay abreast of new trends legislation and regulatory rulings and innovations related to payroll, retirement, LCAP, applications systems, and other supported programs and services.
13. Respond to and resolve difficult and sensitive inquiries and complaints.
14. Demonstrate attendance sufficient to complete the duties of the position as required.
15. Perform related duties similar to the above in scope and impact as required.

## **QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)**

### **Knowledge of:**

1. Operational characteristics, services, and activities of payroll, retirement, LCAP, applications systems, and unemployment programs.
2. Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.
3. Modern and complex principles and practices of program development and administration.
4. Pertinent federal, state, and local laws, codes, and regulations including complex principles and practices of payroll, retirement, and tax administration.
5. Pertinent federal, state, and local laws, codes, and regulations.
6. Principles and practices of budget preparation and administration.
7. Principles of effective supervision, leadership, training, coaching, and performance evaluation.

### **Ability and Skill to:**

1. Provide administrative and professional leadership and direction.
2. Select, train, lead, coach, direct the work of, supervise, and evaluate management, supervisory, professional, and technical employees; effectively delegate authority and responsibility.

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**Ability and Skill to (cont.):**

3. Plan, organize, and direct complex district service offerings.
4. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.
5. Oversee the development, maintenance, and administration of a complex business information system.
6. Prepare clear and concise administrative and financial reports.
7. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
8. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
9. Interpret and apply federal, state, and local policies, procedures, laws, and regulations.
10. Communicate clearly and concisely, both orally and in writing, in English; present information effectively in front of both large and small groups.
11. Establish and maintain effective working relationships with various constituencies.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is a Master's degree from an accredited college or university with major course work in human resources management, business administration, public administration, information systems, accounting, or related field and six years of increasingly responsible payroll systems administration, retirement reporting, tax compliance management, and supervision experience. Including two years of experience with large-scale public agency service programs.

**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.

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## **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.