



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

**Class Code: 5107
Date Adopted: 7/1/2024**

**FLSA Status: Nonexempt
Union Representation: Represented**

Senior Family Services Technician

GENERAL PURPOSE

Under general supervision, performs a wide variety of difficult and technical duties in auditing, verifying and ensuring accuracy of family/child care provider records and program data; interacts with administrators, providers, parents, representatives of other public agencies, and others; assists family support services staff and providers associated with program compliance; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Senior Family Services Technicians are responsible for independently performing wide variety of specialized and difficult duties involving auditing, verification and updating of family and/or child care provider; record and program data; the generation of a variety of standard to complex reports ensuring that preparation, administration, auditing and maintenance functions are carried out in an accurate, timely manner in accordance with all applicable legal requirements. Incumbents serve as a lead and/or major resource to others in completion of their day-to-day duties and responsibilities as well as special project assignments. Incumbents perform activities in support of enrolling and verifying continuing eligibility of participant families. Incumbents must demonstrate proficient active listening and interviewing skills and techniques and be able to interact with program participants from diverse socio-economic and cultural backgrounds.

Senior Family Services Technicians is distinguished from Family Services Technician in that incumbents in the former class requires a high attention to detail, decision making, and well-developed organizational and administrative skills.

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. Generate a variety of reports for use by Orange County Department of Education (OCDE) and reporting to various stakeholders to monitor compliance and program timelines.

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2. Review intake and recertification forms for completeness, timeliness, and accuracy as required by California Department of Education Funding Terms and Conditions, Family Support Services Program policies and procedures, and federal, state, and local rules and regulations.
 3. Maintain cooperative and professional working relationships with staff, families, and providers.
 4. Lead a variety of meetings and training sessions for parent and provider orientations as needed.
 5. Assist in the upgrade, enhancement, and testing of the system software.
 6. Assist in the development of schedules and methods for providing specialized services.
 7. Assist and facilitate the day to day operations of the program and provides lead work direction to other Family Services Technicians, special projects and events as needed.
 8. Oversee recruitment of children and families to be enrolled in the Alternative Payment Program (APP).
 9. Identify, analyze, and respond to trends and areas for improvement in order to strengthen and streamline program compliance, quality, and timeliness.

OTHER DUTIES

1. Attend a variety of meetings, conferences, workshops, seminars, and training sessions, as required.
2. Provide back-up and coverage of reception area and front desk, as needed.

QUALIFICATIONS

Knowledge of:

1. Child Care Services administration practices and procedures applicable to area(s) of responsibility.
2. OCDE policies and procedures related to areas of assigned responsibility.
3. Federal, state, and local laws, regulations, and court decisions applicable to assigned areas of responsibility.
4. OCDE and community child care service providers.
5. Organization, structure, and processes of state and local agencies and organizations that affect participant population.
6. Principles and practices of sound business communication.
7. Unique needs of the target population.
8. Correct English usage, including spelling, grammar, and punctuation.
9. Administrative practices and procedures, including record keeping and filing practices and procedures.
10. Advanced uses of word processing, spreadsheet, database, and other software to import/export data element and create reports, documents, and materials requiring the interpretation and manipulation of data.

Ability and Skill to:

1. Interpret, apply, explain, and reach sound decisions in accordance with program requirements and related federal, state, and OCDE laws, codes, regulations, policies, and procedures.

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2. Organize, set priorities, take initiative, and exercise sound independent judgment within established guidelines and scope of authority.
 3. Work both autonomously and collaboratively in a fast-paced environment with a strong work ethic.
 4. Review, evaluate, and process data, information, and documentation related to areas of responsibility.
 5. Organize and maintain extensive confidential files and records.
 6. Understand, interpret, and respond to internal and external customer needs and expectations.
 7. Interact effectively with families and participants from a diverse cultural, ethnic, and economic community.
 8. Prepare clear, concise correspondence and other documents.
 9. Operate a computer and other standard office equipment.
 10. Communicate clearly and effectively, both orally and in writing, in English and a designated second language, as required.
 11. Understand and follow written and oral instructions.
 12. Respond to sensitive and difficult situations.
 13. Establish and maintain effective working relationships with program participants, child care providers, OCDE staff and administrators, representatives of other agencies, the public, and others encountered in the course of work.
 14. Exemplify high attention to detail, exercise sound decision making, and employ well-developed organizational and administrative skills.
 15. Demonstrate attendance sufficient to complete the duties of the position as required.

Education, Training, and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or high school equivalency test, and four (4) years of program administrative support experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

An ability to communicate in a designated second language may also be required dependent on assignment.

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 perform deskwork for extended periods; read written and electronic materials; communicate clearly with those contacted through the course of work (typically in person, on the phone, and via email); and access and operate all required equipment for job duties.

The position may include occasional need to traverse uneven surfaces. May 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 administrative problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform detailed work; work on multiple, concurrent tasks often with frequent interruptions; work under 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. Employees work under typical office conditions and the noise level is usually quiet.