



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

Class Code: 5098

**FLSA Status: Nonexempt
Union Representation: Unrepresented**

EDUCATIONAL SERVICES PROGRAMS SUPERVISOR

GENERAL PURPOSE

Under general supervision, plans, organizes, coordinates, and supervises the work of administrative support staff for an assigned departmental or program unit; organizes and coordinates administrative operations and activities to ensure a smoothly operating office; serves as liaison with other departments and divisions on administrative and technical matters; assists in the coordination and implementation of Educational Services Programs; performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Educational Services Program Supervisors are responsible for assisting in the implementation of program goals, objectives, and action plans and for supervising and coordinating the work of staff engaged in providing a wide variety of administrative support services for an assigned departmental or program unit. Incumbents are responsible for timely and efficient planning, coordination, and completion of administrative workflow and other technical and operational activities to ensure that department and program goals and objectives are met. Incumbents serve as a liaison with other departments and divisions to accomplish smooth administrative operations on behalf of their department and program. Work requires a detailed knowledge of OCDE and Educational Services Division operations and applicable fiscal, budget, and administrative policies, procedures, practices, and terminology.

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. Plan, coordinate, and participate in the work of staff engaged in providing a variety of administrative support services to achieve department/program and OCDE goals, objectives, and performance measures consistent with OCDE's quality and service expectations; monitor and coordinate timely completion of work flow, tasks, and projects; and develop and maintain calendars and schedules for operations tasks, activities, projects, and meetings.
2. Ensure adequate staff coverage in work areas/locations; train staff on applicable administrative and operational policies, work processes, and procedures and on uses of specialty software; develop, update, and maintain administrative and operations procedure manuals; serve as an information resource to staff in determining appropriate work methods and processes; attend management staff meetings; and plan and conduct administrative support staff meetings.

3. Interview, select, organize, supervise, coach, and evaluate the performance and work of assigned staff; with staff, develop, establish, implement, and monitor work plans to achieve assigned goals and objectives; provide coaching for performance growth and improvement; subject to management concurrence, takes disciplinary action, up to and including termination.
4. Create and/or review and processes a variety of personnel, purchasing, contract, travel, conference, and other forms and documents, ensuring accuracy, correct account codes, completeness, and compliance with OCDE standards, policies, and procedures; track transactions to completion; and create and maintain a wide variety of program, operational, specialized, and confidential files.
5. Perform payroll processing activities for department/program staff, ensuring the accuracy and completeness of employee attendance, timekeeping, and payroll records; approve the release of payroll information to the payroll department in a timely and accurate manner; work with the payroll and human resources staff on complex situations and interpretation issues; and provide information and interpretation of payroll policies and procedures to staff.
6. Proofread, check, and edit a wide variety of forms, documents, and other materials for accuracy, completeness, and compliance with OCDE standards, policies, and procedures; type and/or draft reports, memoranda, correspondence, presentations, e-mails, agendas, billing forms, requisitions, contract requests, and other documents and reports often of a highly sensitive and confidential nature; and assemble, type, and process a variety of documents associated with department/program functions and processes.
7. Plan or oversee and supervise planning and making event arrangements for staff meetings, retreats, events, staff development sessions, and a variety of other department/division/OCDE events; secures locations and makes food/refreshment, equipment, and other arrangements.
8. Receive and screen visitors and telephone calls, providing information and handling issues that often require sensitivity and the use of sound, independent judgment; and respond to requests for information, refer matters to appropriate OCDE staff, and/or takes or recommends action to resolve the request.

OTHER DUTIES

1. Coordinate and schedule meetings, and provide secretarial support services, including making travel and conference arrangements; may maintain a manager's calendar.
2. May assist in compiling data for department and program budgets; may monitor fiscal activities and the status of budget/accounts; and may prepare budget adjustment requests as directed.
3. May submit and coordinate facilities and equipment repair requests for various office locations.
4. May assist in compiling data and preparing documents for grant applications.
5. Perform and/or coordinate the completion of special projects as assigned.
6. Serve on OCDE committees as assigned.

QUALIFICATIONS

Knowledge of:

1. Advanced office administrative and management practices and procedures.
2. Principles and practices of sound business communication; correct English usage, including spelling, grammar, and punctuation.
3. OCDE organization, rules, policies, regulations, procedures, and provisions of the Education Code applicable to the assigned department or program.
4. Advanced uses of word processing, spreadsheet, database, and other standard software to create complex documents and materials requiring the interpretation and manipulation of data.
5. OCDE administrative policies, procedures, and approval processes applicable to payroll, fiscal, and purchasing, travel and training, contract processing, maintenance of public records, and other administrative support activities.
6. Research techniques, methods, and procedures.
7. Principles and practices of effective supervision.
8. OCDE human resources policies and procedures and labor contract provisions.

Ability and Skill to:

1. Plan, organize, coordinate, supervise, and oversee the operations and activities of assigned department/program administrative support staff; manage multiple and rapidly changing priorities calmly and efficiently.
2. Define issues, analyze problems, evaluate alternatives, and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules, and policies.
3. Understand, interpret, explain, and apply OCDE policies and state and federal laws and regulations applicable to areas of assigned responsibility.
4. Plan and make event arrangements, including facility locations, food and refreshments, audiovisual equipment set up, and materials for distribution, with high attention to detail.
5. Operate a computer, word processing software, and other standard office equipment; type accurately at 50 WPM.
6. Organize, research, and maintain complex and confidential office files.
7. Prepare correspondence, presentations, and other documents and make arrangements based on brief instructions; communicate clearly and effectively, both orally and in writing.
8. Deal with sensitive and difficult situations.
9. Establish and maintain highly effective working relationships with OCDE executives, administrators, staff, faculty, parents, the public, and others encountered in the course of work.
10. Demonstrate attendance sufficient to complete the duties of the position as required.

Education, Training, and Experience:

A typical way of obtaining the knowledge and skills outlined above is bachelor's degree in human services, communications, or related field; experience in communication; five (5) years of experience; or an equivalent combination of training and 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.

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 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 essential functions. The employee works under typical office conditions, and the noise level is usually quiet.

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