



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

**Class Code: 4045
Date Adopted: July 1, 2008**

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

Program Support Specialist I – Inside the Outdoors

GENERAL PURPOSE

Under general supervision, performs a wide variety of difficult and responsible specialized technical and administrative duties in support of OCDE's Inside the Outdoors science programs; creates and maintains specialized reports, records, and files required; creates brochures and other promotional materials; makes and coordinates arrangements for events; interacts with school district administrators and other personnel, parents, and staff to provide information, answer questions, and encourage participation; registers and schedules schools for participation in Inside the Outdoors visits, field trips, and activities; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Program Support Specialist Is –Inside the Outdoors are responsible for independently performing a wide variety of difficult and responsible technical and administrative functions requiring detailed knowledge of OCDE's Inside the Outdoors science programs as well as OCDE administrative rules, policies, and procedures applicable to budget, purchasing, and personnel/employment activities. Assigned work requires the use of initiative and judgment, the ability to develop sound solutions to difficult problems, and demonstrated skill in handling routine to complex questions, complaints, and problems based on knowledge gained through experience. Incumbents use advanced word processing, spreadsheet, and graphics skills in the development of technical documents and presentation materials.

Program Support Specialist I – Inside the Outdoors is distinguished from Program Support Specialist II – Inside the Outdoors in that an incumbent in the latter class performs specialized and complex program support services, including coordination of routine recruitment related functions to staff entry-level program positions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Performs administrative support duties for assigned program and/or assigned staff members; drafts, types, completes, submits, and/or distributes memoranda, brochures; correspondence, consultant agreements, contracts, flyers, lists, manuals, agendas, logs, calendars, applications, reports, forms, and other documents; develops presentation materials; proofreads, checks, and verifies materials' accuracy, completeness, and compliance with OCDE standards, policies, and procedures, as well as legal requirements; ensures materials, reports, and documents for signature are accurate and complete; distributes or submits pertinent documentation to appropriate sources.

ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)

2. Performs event/logistical planning, coordinates and makes arrangements for a variety of large-scale workshops, meetings, trainings, conferences, and special events; secures event locations; arranges room and equipment setup/cleanup and catering/refreshments; designs and prepares agenda, name badges and certificates of completion; orders and assembles conference materials, handouts, binders or packets; maintains registration database; greets participants; answers questions or inquiries from event participants regarding registration, event location and payments; collects and compiles participant survey data from evaluation forms.
3. Creates and sends forms to schools in Southern California school districts and other program participants for participation in OCDE's Inside the Outdoors program activities; schedules and assigns school groups, taking into consideration items such as district/school requests/preferences, sizes of participating groups, and mix of student demographics; negotiates with school district personnel on scheduled dates to ensure the optimal level of participation; follows up to obtain trips schedules and reviews for accuracy; resolves scheduling conflicts and notifies all parties of schedule changes; monitors enrollments to meet capacities; maintains an up-to-date master schedule and distributes weekly updates.
4. Receives and responds to telephone calls and e-mail correspondence; interacts with school district personnel and other program participants to provide information, answer questions about sites and facilities, program content and policies and procedures; ensures schools are aware of their responsibilities as participants; answers school staff, teacher and parent questions about accommodations for special needs children; refers questions or complaints to appropriate staff member or department, as necessary
5. Assists in the development and implementation of plans to promote the Inside the Outdoors programs with schools and community groups; and support outreach and promotional events.
6. Prepares periodic mass mailings.
7. Assists in curriculum development and implementation.
8. Schedules and conducts teacher in-service and parent/community participant and orientations; provides information to alleviate parent concerns; contacts schools for pertinent trip/activity and student information; compiles information for program management to use in making pre-trip preparations with schools, parents, and staff to ensure student health and dietary requirements are met; compiles and distributes information to program staff.
9. Prepares and maintains site budgets; monitors expenditures; researches and resolves discrepancies; prepares billing documents for payment; types and processes print requests, purchase requisitions, purchase orders, invoices, payment requests, contract request forms, and other documents; makes training and travel arrangements; tracks purchases; maintains office, instructional, and other material supply inventory; submits requests for facilities and equipment repairs.
10. Assists in the recruitment and screening of front-line staff for Inside the Outdoors programs.
11. Develops and adjusts staffing schedules as needed to ensure school visit needs are met.
12. Organizes, maintains, and updates a variety of records, documents and files; compiles and analyzes statistics to identify program trends and operational issues.
13. Acts as department/program liaison between the program and school districts; initiates contact with and makes requests of other department/program staff, school staff, parents, community participants, vendors, and others to provide/obtain information and/or coordinate assigned services or activities in compliance with OCDE policies, procedures, and standards.

OTHER DUTIES

1. Reviews and compiles school/visiting teacher evaluation comments and recommends follow up action to program management where appropriate; computes and compiles student pre- and post-assessments of science knowledge for use by program staff.
2. Assists in collecting and recording student information for the National Schools Meal Program; maintains an inventory and arranges for the distribution of USDA commodities to camp sites.
3. Updates applicable content on websites.
4. Coordinates staff morale building activities.
5. Attends a variety of meetings, training sessions, conferences, committees, workshops, and seminars.
6. Conducts special projects as assigned.

QUALIFICATIONS

Knowledge of:

1. OCDE organization, rules, policies, procedures, and operating practices related to areas of responsibility in the Inside the Outdoors programs.
2. Principles and practices of sound business communication; correct English usage, including spelling, grammar, and punctuation.
3. Terminology, work processes, and local, state, and federal requirements applicable to areas of assigned responsibility.
4. Advanced uses of word processing, spreadsheet, database, and other software to create documents and materials requiring the interpretation and manipulation of data.
5. Research techniques, methods, and procedures.
6. OCDE administrative policies, procedures, and approval processes.

Ability to:

1. Organize, set priorities, take initiative, and exercise sound independent judgment within areas of responsibility.
2. Interpret, apply, explain, and reach sound decisions within established guidelines, policies, and procedures.
3. Manage multiple and rapidly changing priorities to meet the needs and expectations of program management and client school districts.
4. Make advanced uses of spreadsheet and other software to develop and maintain complex master schedules to ensure enrollment targets and minimums are met, utilizing a large number of interdependent variables.
5. Represent OCDE effectively in providing program information, negotiating scheduling accommodations and encouraging program participation by school districts.
6. Compose correspondence, prepare documents and make arrangements from brief instructions.
7. Communicate clearly and effectively, orally and in writing, in English and a designated second language as necessary.

Ability to: (cont.)

8. Prepare clear, accurate, and concise records and reports.
9. Maintain highly sensitive and confidential information.
10. Deal with sensitive and difficult situations.
11. Establish and maintain highly effective working relationships with OCDE and program management, administrators, staff, teachers, parents of participating school districts, other interested organizations, the public, and others encountered in the course of work.
12. Must 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 an Associate's degree in business management or a related field; and four years of increasingly responsible office administrative experience, at least two of which provided familiarity with OCDE's Inside the Outdoors programs; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under OCDE's vehicle insurance policy.

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 sit, walk, and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel, or operate computers and standard office equipment; reach with hands and arms from the waist to at or above shoulder level; bend, stoop, push, pull, grasp, squat, kneel, and twist to open file cabinet drawers, and lift up to 20 pounds from ground, waist, and chest level. Travel over uneven terrain that may include gravel or dirt, carry materials on stairs; some locations may have stairs and will not have elevators.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this job, an employee is regularly required to use written and oral communication skills; read and interpret data, information, and documents; analyze and solve non-routine and difficult scheduling and administrative problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with OCDE and program management, administrators, staff, teachers, parents of participating school districts, other interested organizations, the public, and others 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. The employee works under typical office conditions, and the noise level is usually quiet. The employee is occasionally exposed to outdoor weather conditions.