



Orange County Department of Education
Human Resources Department
Supervisory Class Specification

Class Code: 5098
Date Adopted: March 21, 2012
Date Revised: November 1, 2019

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; and 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/program goals and objectives are met. Incumbents serve as liaison with other departments and divisions to accomplish smooth administrative operations on behalf of their department/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

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. Plans, coordinates, and participates 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; monitors and coordinates timely completion of work flow, tasks, and projects; develops and maintains calendars and schedules for operations tasks, activities, projects, and meetings; ensures adequate staff coverage in work areas/locations; trains staff on applicable administrative and operational policies, work processes, and procedures and on uses of specialty software; develops, updates, and maintains administrative and operations procedure manuals; serves as an information resource to staff in determining appropriate work methods and processes; attends division/program management staff meetings; plans and conducts administrative support staff meetings.
2. Interviews, selects, organizes, supervises, coaches, and evaluates the performance and work of assigned staff; with staff, develop, establish, implement, and monitor work plans to achieve assigned goals and objectives; provides coaching for performance growth and improvement; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with OCDE's human resources policies and labor contract provisions.

ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)

3. Participates in developing, implementing, and evaluating work programs, plans, processes, systems, and procedures to achieve department/program and OCDE goals, objectives, and performance measures consistent with OCDE's quality and service expectations.
4. Assists in the implementation of program goals, objectives, and action plans; develops and plans conferences; seeks funding from sponsors; obtains presenters, develops press releases.
5. Develops and fosters collaborative relationships with districts, school sites, and community agencies; represents programs at community meetings.
6. Creates and/or reviews 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; tracks transactions to completion; creates and maintains a wide variety of program, operational, specialized, and confidential files.
7. Performs payroll processing activities for department/program staff, ensuring the accuracy and completeness of employee attendance, timekeeping, and payroll records; approves the release of payroll information to the payroll department in a timely and accurate manner; works with the payroll and human resources staff on complex situations and interpretation issues; provides information and interpretation of payroll policies and procedures to staff.
8. Proofreads, checks, and edits a wide variety of forms, documents, and other materials for accuracy, completeness, and compliance with OCDE standards, policies, and procedures; types and/or drafts 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; assembles, types, and processes a variety of documents associated with department/program functions and processes.
9. Plans or oversees and supervises 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.
10. Receives and screens visitors and telephone calls, providing information and handling issues that often require sensitivity and use of sound, independent judgment; responds to requests for information, refers matters to appropriate OCDE staff and/or takes or recommends action to resolve the request.

OTHER DUTIES

1. May maintain a director's or other manager's calendar and coordinate and schedule meetings and provide secretarial support services, including making travel and conference arrangements.
2. May assist in compiling data for department/program budgets; may monitor fiscal activities and the status of budget/accounts and 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. Performs and/or coordinates the completion of special projects as assigned.
6. Serves on OCDE committees as assigned.
7. Provides back up for administrative support staff.

QUALIFICATIONS

Knowledge of:

1. Advanced office administrative and management practices and procedures.

Knowledge of (cont.):

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 assigned department/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 to:

1. Plan, organize, coordinate, supervise, and oversee the operations and activities of assigned department/program administrative support staff.
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. Manage multiple and rapidly changing priorities calmly and efficiently.
5. Plan and make event arrangements, including facilities locations, food/refreshments, audiovisual equipment set up, and materials for distribution, with high attention to detail.
6. Type accurately at 50 WPM.
7. Operate a computer and word processing software and other standard office equipment.
8. Organize, research, and maintain complex and confidential office files.
9. Prepare correspondence, presentations, and other documents and make arrangements from brief instructions.
10. Communicate clearly and effectively, both orally and in writing.
11. Understand and follow written and oral instructions.
12. Prepare clear, accurate, and concise records and reports.
13. Maintain highly sensitive and confidential information.
14. Deal with sensitive and difficult situations.
15. Establish and maintain highly effective working relationships with OCDE executives, administrators, staff, faculty, parents, the public, and others encountered in the course of work.
16. 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 a four-year college or university with major course work in human services, communications, instruction, health, or a related field and experience in effective communication and five years of increasingly responsible office administrative or secretarial experience; 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 program.

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 25 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 class, employees are regularly required to use written and oral communication skills; read and interpret technical data, information, and documents; analyze and solve difficult problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions and/or work under intensive deadlines; and interact with OCDE managers, administrators, staff, faculty 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.