

# FRESNO COUNTY SUPERINTENDENT OF SCHOOLS

## SUPERVISORY POSITION

JCN: 409  
RANGE: 154  
EXEMPT

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### STUDENT SERVICES ADMINISTRATIVE SUPPORT SUPERVISOR

#### **BASIC FUNCTION:**

Under general direction, serve as primary assistant to the Chief Student Services Officer, a member of the Superintendent's Cabinet; facilitate and oversee significant, highly complex, sensitive and confidential program functions for the Special Education Local Plan Area (SELPA), Special Education and Behavioral Health departments; understand and apply program policies and current law; provide consultation and technical assistance to Chief Student Services Officer; coordinate and organize responsible, confidential Student Services department activities; coordinate flow of communications for Chief Student Services Officer; supervise and evaluate the performance of assigned personnel.

#### **REPRESENTATIVE DUTIES:**

##### **ESSENTIAL DUTIES:**

- Assist and advise county office personnel on Student Services policies and procedures; communicate policy and procedure changes to county office personnel and stakeholders.
- Assist with the development of departmental budgets, monitor the budget and recommend adjustments to the Chief Student Services Officer; assist in ensuring expenditures do not exceed established budget limitations, including, but not limited to, reviewing and reconciling invoices; calculate, prepare and revise accounting and budgetary data; process budget transfers and purchase orders.
- Compile information; prepare and maintain a variety of records and documents involving Student Services programs; perform records management and data control duties; research, compile and verify a variety of data and information.
- Compose independently or from oral instructions, a variety of correspondence including inter-office communications, lists, notices, forms, letters, contracts, memoranda and other materials; assist in the development, implementation and analysis of Student Services policies, standards and procedures to enhance departmental efficiency; develop forms and documents to meet department needs; review and proofread a variety of documents.
- Coordinate, plan and facilitate support and clerical staff meetings.
- Coordinate and organize responsible, confidential Student Services office activities; facilitate and oversee flow of communications for Chief Student Services Officer keep Chief Student Services Officer apprised of potential problems and situations.
- Coordinate various trainings/workshops for county office and school district personnel, as well as employees from outside agencies for the purpose of ensuring that appropriate facilities, materials and equipment are available as requested.
- Develop reports, presentations, spreadsheets, correspondence, including but not limited to recommendations for solutions to identified problems and organizational needs; order materials and supplies as needed.
- Develop and update information for program websites for the purpose of providing pertinent, up-to-date information for county office staff, school district staff, and others.
- Ensure mandated reports are completed and submitted to appropriate agency or personnel according to established timelines; ensure accuracy and completeness of data, records and reports; establish and maintain filing systems for Chief Student Services Officer.
- Ensure the scheduling and coordinating of staff to ensure coverage in critical Student Services functions.

- Exercise independent judgement in resolving a variety of complex issues, complaints or problems and refer concerns to Chief Student Services Officer as necessary; problem solve, make difficult decisions, and formulate plans of action.
- Facilitate and oversee, attendance and leaves of absence from duty and staff professional development for assigned personnel.
- Interview, select, supervise and evaluate the performance of assigned staff; coordinate and direct employee assignments and review work to ensure compliance with established plans, strategies, standards, requirements and procedures as needed; work with employees to correct identified deficiencies; review recommended transfers, reassignments, disciplinary actions and/or terminations.
- Maintain the Chief Student Services Officer's calendar; coordinate, arrange and confirm meetings, conferences and appointments; screen requests for appointments; schedule a variety of internal and external meetings.
- Make and confirm travel arrangements; submit conference request and registration; arrange hotel and flight reservations; develop and complete all necessary forms and other related documentation; compile and prepare reimbursement requests.
- Manage time and prioritize tasks to meet deadlines.
- Participate and assist in the design and implementation of new and revised systems, procedures, methods of operation, and forms.
- Perform public relations and communication services for Student Services Division;; initiate and receive telephone calls; record and relay messages as appropriate; schedule and arrange interviews, appointments, conferences and other events; maintain confidentiality of sensitive and privileged information.
- Perform administrative support duties related to committees for the purpose of ensuring members are aware of all workshops and meetings and receive all meeting agendas, minutes, handouts and surveys.
- Proofread and check a variety of forms, correspondence, documents and other materials for accuracy, completeness and compliance with County Superintendent established standards, policies and procedures.
- Provide staff assistance to higher-level management staff; participate on and provide staff support to a variety of committees; prepare and present staff reports and other correspondence as appropriate and necessary.
- Provide training and monitor implementation of new or revised policies, procedures and/or systems; assist in establishing and monitoring safety procedures for county office facilities; facilitate and assist various aspects of contract compliance.
- Research, compile and verify a variety of information; compute statistical information for a variety of reports; assist in the development and maintenance of financial records; assist in implementing sound budgetary procedures.
- Serve as liaison in coordinating matters between the Chief Student Services Officer and division management staff; review, determine priority and route incoming correspondence, email, reports and other documents; handle or refer matters in accordance with established procedures.
- Support district administrators with resources, information, surveys, data collection, communication, meetings, and other related activities.
- Train and provide work direction and guidance to assigned personnel; assign duties and review work to ensure accuracy and completeness; provide input concerning employee interviews and evaluations as requested.
- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.
- Comply with schedules, policies, regulations, procedures, orders, and directives of the County Superintendent.

- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.
- Keyboarding at an acceptable rate to complete reports and correspondence required by the position.
- Maintain a safe work environment.
- Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
- Serve as a liaison between County Superintendent and administrators, personnel, outside organizations or the public concerning assigned area.
- Serve as a technical resource concerning assigned program, function or instructional area.
- Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

#### OTHER DUTIES:

- Ability to work on a flexible schedule to meet deadlines based on need and to attend evening and weekend meetings/conferences as assigned.
- Drive a vehicle to conduct work using own transportation.
- Perform related duties as assigned.
- Travel may be required for training within California.

#### KNOWLEDGE AND ABILITIES:

##### KNOWLEDGE OF:

- Business letter and report writing techniques.
- Principles and techniques of organization, administration, personnel management and budget development and control.
- Principles and techniques of project and process management.
- Principles of record keeping and reporting procedures.
- Principles and techniques of policy analysis and development.
- Inventory maintenance practices and procedures.
- Labor relations and contract agreements.
- Professional telephone techniques and etiquette.
- Mathematical calculations.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

##### ABILITY TO:

- Identify and gather appropriate quantitative or qualitative data.
- Generate a range of alternative solutions to identified problems or needs and develop logical and persuasive recommendations.
- Compose correspondence and written materials independently or from oral instructions.
- Understand and resolve issues, complaints or problems.
- Maintain confidentiality of sensitive and privileged information.
- Identify costs, benefits, and risks associated with recommended courses of action.
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Ensure proper and timely resolution of issues, concerns and conflicts.
- Communicate effectively both orally and in writing.

- Drive a vehicle to conduct work.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Supervise, train, guide and evaluate the performance of assigned personnel.
- Work confidentially and with discretion.
- Work independently with little direction.

## **EDUCATION AND EXPERIENCE:**

### **EDUCATION:**

- High School Diploma, General Education Degree (GED) or State High School Proficiency certificate.
- Bachelor's degree preferred.

### **EXPERIENCE:**

- Five years of increasingly responsible experience in an administrative or higher level clerical position.
- Supervisory experience preferred.

## **LICENSURE AND OTHER REQUIREMENTS:**

- Valid California driver's license; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
- Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program at time of hire and throughout employment with the County Superintendent.

## **WORKING CONDITIONS:**

### **ENVIRONMENT:**

- Drive a vehicle to conduct work, using own transportation.
- Office and/or school facility environment.
- Regular interruptions.
- Small and large group meetings.

### **PHYSICAL DEMANDS:**

- Bending at the waist, kneeling or crouching; climb or balance.
- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to twenty-five (25) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

*This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification; however, it is intended to accurately reflect the principle job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.*

**APPROVED:**

Effective: October 1, 2017

Revised: April 17, 2019