

FRESNO COUNTY SUPERINTENDENT OF SCHOOLS

SUPERVISORY POSITION

JCN: 255
RANGE: 163
EXEMPT

HUMAN RESOURCES SUPPORT SUPERVISOR

BASIC FUNCTION:

Under the direction of the Executive Director, Human Resources, facilitate and oversee complex, sensitive and confidential human resources support services and activities for the Office of the Fresno County Superintendent of Schools (FCSS); coordinate and organize the duties and responsibilities of the Human Resources Benefits and Support Teams, including the Livescan Fingerprinting Consortium; provide consultation and technical assistance, as assigned; supervise and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Assist in the development, implementation, and analysis of human resources policies, standards, and procedures to enhance departmental efficiency; develop forms and to meet the department needs.
- Assist the Executive Director, Human Resources, to plan, organize, control, and support the direction and operations of the Human Resources Benefits and Support Teams; direct the work of front receptionist to ensure efficient and smooth front desk operation; resolve issues and concerns as they arise.
- Assist with investigations as assigned, ensure proper and timely resolution; and resolve personnel-related issues and concerns with discretion and confidentiality; ensure human resources office functions and county office personnel activities comply with established laws, codes, regulations, contracts, policies, and procedures.
- Communicate with county office administrators, personnel, and various outside organizations to exchange information, coordinate activities and programs and resolve issues or concerns.
- Compose a variety of correspondence including inter-office communications, lists, notices, forms, letters, contracts, memoranda, and other materials to meet department needs; review and proofread a variety of documents for accuracy, completeness, and compliance with County Superintendent standards, policies, and procedures.
- Coordinate and schedule human resources benefits and support personnel to ensure appropriate coverage.
- Coordinate activities and documents related to the Interactive process.
- Develop reports, presentations, spreadsheets, correspondence including, but not limited to, recommendations for solutions to identified problems and organizational needs.
- Exercise independent judgement in resolving a variety of complex issues, complaints or problems and refer concerns to Executive Director and/or program administrator(s) as necessary; problem solve, make difficult decisions, and formulate plans of action.
- Generate purchase orders and billing related to retiree benefits and physical examinations.
- Manage and maintain the FCSS' Restricted Access Database
- Participate and assist in the design and implementation of new and revised systems, procedures, methods of operation, and forms.
- Plan, develop and implement workshops and other staff development activities for county office employees, school districts and outside agency personnel; prepare and deliver oral presentations; assist in the preparation of related training and support materials.
- Plan, organize, control, and support the operations and activities of the Livescan Fingerprinting Consortium; ensure activities comply with established laws, codes, regulations, policies, and procedures.

- Provide assistance and technical information to the Executive Director, Human Resources as required; participate in the development and implementation of policies and procedures.
- Provide consultation, training and technical assistance to county office personnel concerning functions of assigned systems; respond to inquiries, resolve issues and conflicts, and provide detailed and technical information concerning related practices, procedures, standards, requirements, and techniques.
- 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.
- Research, compile, verify, analyze, and provide a variety of personnel information and/or reports; special projects and committees for compliance reviews; prepare and maintain a variety of records, reports and files related to recruitment, position control, personnel and assigned activities.
- 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.
- 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:

- Best practices regarding workplace investigations.
- Business letter and report writing techniques.
- Principles and techniques of organization, administration, personnel management and budget development and control.

- Principles of record keeping and reporting procedures.
- Principles and techniques of policy analysis and development.
- Professional telephone techniques and etiquette.
- 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:

- Compose sensitive correspondence and written materials independently or from oral instructions.
- Identify and gather appropriate quantitative or qualitative data.
- Identify costs, benefits, and risks associated with recommended courses of action.
- Interpret current laws, codes, regulations, rules, and compliance monitoring requirement for assigned areas.
- Generate a range of alternative solutions to identified problems or needs and develop logical and persuasive recommendations.
- Lead and direct assigned personnel with diplomacy, courtesy, discretion, and confidentiality.
- Maintain confidentiality of sensitive and privileged information.
- Maintain records and prepare reports.
- Maintain schedule and timelines.
- Resolve personnel-related issues and concerns with discretion and confidentiality.
- Understand and resolve issues, complaints, or problems.
- Use technology to streamline and enhance human resources office processes.
- 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 minimal direction.

EDUCATION AND EXPERIENCE:

EDUCATION:

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

EXPERIENCE:

- Five years of increasingly responsible experience in Business Administration or Human Resources.

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: 07/01/2021

Revised: 03/01/2022