Sutter County Superintendent of Schools

CLASSIFICATION TITLE: *Program Operations Specialist*   *Salary Range: 22*

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITIES:
Under direction to perform a variety of highly skilled program specific data base management and administrative support tasks; provides technical and administrative assistance to the management team and staff members, school personnel, current and prospective students and community members; does related work as required.

DISTINGUISHING CHARACTERISTICS:
Positions in this class are characterized by comprehensive program and policy knowledge of the area where their position is assigned. Also, positions are characterized by a high degree of contact with others and administrative detail responsibility. The scope of job responsibility and latitude for independent action is greater than for Office Secretary Positions.

DIRECTLY RESPONSIBLE TO:
Coordinator, Director, or Assistant Superintendent

SUPERVISION OVER:
None; however, may be responsible for assigning, directing, and reviewing the work of other support personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
(Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found in positions within this classification.)

Administrative Support:
Schedules and coordinates local program meetings and events; attends and performs secretarial duties at program meetings; produces reports, correspondence, minutes, policies, memos, forms, resolutions, and other documents from dictation, notes and verbal instructions; edits program correspondence, agendas, memos, forms, and other documents for accuracy and compliance; composes program reports and correspondence independently for supervisor signature; coordinates, monitors, and expedites the completion of special projects; monitors fiscal transactions for special events; answers administrators phone calls and screens visitors on a regular basis; handles routine administrative details not requiring immediate attention of administrators; maintains office supplies and inventory; collaborates with business personnel on office supply budget and supply orders; creates, formats and updates flyers, brochures, charts, and other program marketing materials; collects and maintains evidence for program support and review; schedules, and supervises temporary subordinates if the need arises for additional assistance; assists and advises public; researches customer inquiries; interprets and explains department policies and procedures to the public or other staff; transmits directives and decisions from department and other administrators to various employees, departments, contracting agencies, and community leaders; coordinates with outside agencies regarding department/program/participants needs.

Database Management and Technical Support:
Manages a complex student data base system; audits, monitors, files and maintains all student records; manages student enrollment, grades, CBEDS information, student outcomes and follow-up data; maintains and implements database system updates; identifies and troubleshoots data base system issues; collaborates with vendor/techs and others to optimize data base system; creates, analyzes, distributes and collects monthly reports; collaborates with school sites representatives, teachers, administrators, and staff members to ensure accuracy, timeliness and accountability of reports and procedures; provides technical assistance, field training and support to data clerks, staff members and

teachers regarding attendance reporting requirements/ procedures and database management, troubleshooting and updates; recommends policy and procedural revisions in regards to data reporting policies and procedures; compiles data and prepares program factoring report, state ADA, E-1, E-2 and other required program reports; organizes incoming and outgoing correspondence; maintains and monitors records of all program correspondence, school schedules, contact data base, teacher credentials, community classroom agreements, advisory meeting minutes, course outlines, and course certificates; orders, prepares and distributes student achievement certificates; maintains ROP program asset inventory database; prepares for asset inventory audits; oversees resolution of findings; develops, maintains and updates ROP Webpage and social media communication.

Recordkeeping/Budgets:
Assists the administrator in various phases of the budget process including the development of budget projections, monitoring of expenditures and income, and analyzing budget printouts and reports; maintains all types of office filing and record keeping systems using both manual and computer database systems; collects, organizes, and analyzes data and prepares reports; initiates, completes, and processes forms which include budget requests, purchase orders, work orders, conference/travel claims, mileage claims, time sheets and other related documents; initiates and monitors the purchasing process including verifying adequate funding, completing requisition and purchase order forms; contacts vendors to evaluate and research products; may prepare contracts with various individuals and agencies.

Customer Service:
Screens phone calls, emails and visitors; answering inquiries, responding to concerns, and referring them to other staff as appropriate; maintains an effective communication link between departments and those contacted during the normal course of duties; assists and advises customers; researches customer inquiries; interprets and explains department policies and procedures to the public or other staff.

MINIMUM QUALIFICATIONS:

Education:
Must have sufficient formal and/or informal training to provide the ability to read and write at a level consistent with the requirements of the position.

Training and Experience:
Any combination of training and/or experience which demonstrates ability to perform the duties as described. Experience in all components of Microsoft Office Software and student attendance accounting is required

Knowledge of:
Standard software programs for both mainframe and PC in use by agency; basic computer hardware and software uses and maintenance; computer data back up procedures; basic arithmetic functions; standard secretarial procedures and office management techniques; English grammar, punctuation, spelling and proofreading; general finance and accounting principles; standard office equipment uses; effective communication skills and team building concepts

Skill and Ability to:
Communicate effectively both in written and oral form with diverse groups; prepare concise and accurate written communications; prepare attendance reports and program correspondence; interpret and implement student attendance policies, procedures and operations in the absence of supervisor; analyze situations and take appropriate action regarding routine procedural matters without immediate supervision; operate various computer and standard office equipment to prepare documents and complete work assignments; operate a computer to perform at a level which allows for the maintenance of a complex student attendance database and management information system; learn a variety of hardware/software and adapt to hardware/software changes; analyze and resolve programming problems in conjunction with software company support; understand student attendance reporting procedures; read, assimilate and apply software operating instructions; utilize time management techniques to organize and prioritize work; coordinate a variety of projects simultaneously; read, interpret, research, explain, and apply laws, rules, regulations, policies, and procedures relating to department business; ability to accurately record/transcribe meeting minutes; maintain confidentiality and security of sensitive information and files; maintain cooperative working relationships; perform accurate mathematical calculations.

Physical Requirements:
The usual and customary methods of performing the job functions requires the following physical demands: Occasional lifting up to 25 lbs, carrying, pushing and/or pulling; some stooping, kneeling, crouching; reaching, handling; manual dexterity to operate a telephone and enter data into a computer; facility to sit at a desk, conference table or in meetings of various configurations for extended periods of time with or without reasonable accommodation; facility to see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, and computer screens and printouts with or without reasonable accommodation; facility to hear and understand speech at normal room levels and to hear and understand speech on the telephone with or without reasonable accommodation; facility to speak in audible tones so that others may understand clearly in normal conversations, in training sessions, and other meetings with or without reasonable accommodation; when applicable, facility to determine and differentiate colors with or without reasonable accommodation; when applicable, facility to drive an automobile or to arrange a consistent method of transportation.

Adopted by the County Superintendent of Schools: April 7, 2011; Revised: July 6, 2015, 03/29/18