

SAN DIEGO COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: COMMUNICATIONS SUPPORT ASSISTANT (Grade 052)

DEFINITION:

Under general supervision, responsible for the day-to-day operations of the Communications department; assists in the planning and execution of the functions and events of the department; provides support to the Chief of Staff in administrative duties and office coordination; develops, edits, and prepares complex and specialized bilingual and biliterate translations and interpretations to and from English and Spanish and serves as a resource to county staff; provides general information and directs callers to appropriate point of contact.

REPRESENTATIVE DUTIES:

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

ESSENTIAL FUNCTIONS:

Commits to honoring SDCOE's Mission, Core Values, Vision, Commitments, and Indicators of Student Success.

Acts as the initial department contact; forwards issues, inquiries, and requests to the responsible staff person; coordinates communication between interdepartmental staff.

Assists callers and provides information seekers with guidance; ensures special requests are addressed; provides quality customer service.

Responds to inquiries of staff, other educational institutions, the public, parents for the purpose of identifying appropriate parties to address immediate issues.

Maintains and updates databases of key communication contacts; monitors and utilizes social media channels to support organization and departmental goals.

Receives and monitors vital and confidential information regarding crisis situations regarding school-site emergencies and the media; assists the Chief of Staff and Communications team in updating crisis information for internal and external contacts.

Explains rules, regulations, policies, and practices to County Office personnel and the public.

Oversees department budget and special budgets as assigned; monitors expenditures.

Maintains appointments and activity schedules and calendars for assigned administrator; including coordinating travel arrangements, hotel reservations, travel authorizations, and expense reports for department.

Orders supplies; issues purchase orders; prepares contracts and supporting information for approval.

Prepares accurate, and grammatically and idiomatically correct written translations of materials, including brochures, guides, curricular materials, policies, forms, tests, minutes, correspondences, procedures, reports, etc. for the County Office.

Provides in-person or over the phone simultaneous or, consecutive, interpretations at school, community, and district meetings such as expulsions/suspension hearings, Local Control and Accountability Plan (LCAP) community forums; and for a variety of Juvenile Court and Community Schools meetings and events.

Reviews, edits, and proofreads complex materials translated into Spanish for accuracy, grammar, and syntax.

Serves as a resource to County Office staff regarding Spanish language usage.

NON-ESSENTIAL FUNCTIONS:

Perform other duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

General organization and services provided by public agencies, particularly in the area of education.

Media operations and procedures in the context of information dissemination.

Media contacts appropriate to news and feature stories.

Fluent in the English and Spanish languages, including pronunciation, spelling, grammar, punctuation, vocabulary, and comprehension.

Record-keeping techniques.

Telephone techniques and etiquette.

County Office of Education organization, operations, policies, and objectives.

Interpersonal skills using tact, patience, and courtesy.

Modern office organization, practices, procedures, methods, and equipment.

Budget, payroll, and personnel procedures.

ABILITY TO:

Interpret, explain, and apply policies, procedures, laws, rules, and regulations pertaining to an assigned work unit.

Prepare and edit reports, bulletins, and other written materials.

Respond to sensitive matters using discretion and tact.

Assemble information in a creative, informative manner.

Communicate effectively, in oral and written form.

Organize work, set priorities, and exercise sound judgment within established policies and guidelines.

Work effectively independently and as part of a team with minimal direction.

Establish and maintain cooperative relationships with County Office staff, the public, media representatives, elected officials, and outside agencies.

Operate a multi-line telephone system.

Handle stressful situations in a calm and professional manner.
 Maintain confidentiality of sensitive information.
 Listen to English and speak in Spanish simultaneously.
 Produce routine to professional written material in appropriate, grammatically correct Spanish.
 Demonstrate attendance sufficient to complete the duties of the position as required.

EDUCATION AND EXPERIENCE:

A combination of education, training and experience that clearly demonstrates possession of the knowledge, and abilities stated above. A typical qualifying background would include: two (2) years of clerical/office experience, including four (4) years of translation/interpretation experience. Experience with written translations, composing, and editing materials in English and Spanish, and providing simultaneous oral interpretation during one-to-one and group situations, in a school setting or public agency is preferred. Experience working with representatives of the media and a degree or certificate in translation/interpretation for the Spanish language is highly desirable.

WORKING CONDITIONS AND PHYSICAL ABILITIES:

WORKING CONDITIONS:

Duties are typically performed in an office setting.

PHYSICAL ABILITIES:

Must be able to hear and speak to exchange information; see to perform assigned duties; sit and/or stand for extended periods of time; possess dexterity of hands and fingers to operate a computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lift light objects.

Established	Approved by the Personnel Commission	Revised	FLSA Status	Salary Grade
09/2015	September 16, 2015	06/19;10/19	Non-Exempt	Classified Support Grade 052