



Job Description

POSITION TITLE: Program Manager II, Substitute Services #6202
Human Resources
Business Services

SALARY PLACEMENT: Management Salary Schedule
Range 09

SUMMARY OF POSITION:

Under direction of the Chief Human Resources Officer, perform a wide variety of complex and responsible duties related to the day-to-day absence tracking and human resources functions. Oversee the county office's Substitute Management system, monitor, verify and processes all information maintained in the Substitute System. Coordinate new hire documents and maintain all employee demographic and absence information in the Substitute Management system. Create reports and analyze data to provide absence information to management as needed. Participate in Title IX investigations as a manager of the management team. Facilitate Reasonable Accommodations meeting with employees returning to work with restrictions. Does related work as required. Serves as a supervisor for designated employees.

MINIMUM QUALIFICATIONS – EDUCATION, TRAINING AND/OR EXPERIENCE:

Possess a high school diploma or equivalent of the completion of the twelfth grade, plus two years of advanced personnel training or business/computer courses obtained through a college or vocational school. Experience of a closely related nature may be substituted.

DESIRABLE QUALIFICATIONS – EDUCATION, TRAINING AND/OR EXPERIENCE:

Three years of varied and progressively responsible clerical experience at an administrative level. Knowledge of principles, methods and practices related to personnel procedures. Experience managing Substitute Services including the hiring of substitute teachers, processing new hire paperwork, maintaining data in a Substitute Management system. Knowledge of Federal and State laws, California Education Code, departmental policies, and procedures as well a basic credential processes and procedures. Experience in public relations, basic office methods, practices, and procedures, including filing systems, and letter and report writing skills. Ability to use standard office machines including computers. Knowledge of proper English usage, spelling, grammar, and punctuation. Experience working in an Absence tracking/Substitute calling environment and experience working with Escape Payroll/Human Resources System or closely related system. Supervisory experience.

KNOWLEDGE, SKILLS AND/OR ABILITIES:

Knowledge of:

- assigned software

Ability to:

- operate a computer
- understand and apply principles, techniques, and procedures required for effective job performance
- interpret, explain, and apply personnel policies, laws, rules, and regulations
- analyze situations accurately and adopt an effective course of action
- respond promptly to requests of internal and external clients
- provide needed information, assistance, training, materials, and resources

- plan, organize, and prioritize own work to meet deadlines and accomplish assigned tasks within established timelines including maintaining accurate records and files
- perform duties requiring independent judgment and initiative under the stress of strict deadlines
- perform mathematical calculations with speed and accuracy
- communicate clearly and concisely both orally and in written form
- establish and maintain cooperative-working relationships with those contacted during performance of job duties
- maintain and improve professional skills and knowledge
- be flexible and receptive to change

Possess:

- a valid California driver's license and proof of liability insurance coverage in the minimum amount required by SJCOE policy; insurable by the SJCOE carrier. Must furnish own transportation as required to fulfill job duties

DISTINGUISHING CHARACTERISTICS:

The Program Manager series represents advanced management positions and has three levels.

ESSENTIAL FUNCTIONS:

Essential functions may include, but are not limited to the following:

1. Work effectively with SJCOE departments, school districts, community organizations, government agencies, parents, students, and/or staff.
2. Maintain confidentiality on issues concerning program and staff.
3. Supervise and evaluate staff.
4. Participate, coordinate, or conduct a variety of meetings, committees, trainings, workshops, and/or conferences in order to present materials and information concerning department programs, services, operations, and activities; represent the SJCOE at local, regional, and state meetings, conferences, in-services, boards, councils, and events.
5. Maintain current knowledge and interpret applicable rules, regulations, policies, procedures, contracts, State and Federal laws, codes, and regulations.
6. Communicate effectively both orally and in writing.
7. Analyze situations accurately and adopt an effective course of action.
8. Establish and maintain cooperative and effective working relationships with others.
9. Work independently with little direction.
10. Meet schedules and timelines.
11. Prepare reports as needed for program.
12. Oversee and manage budgets.
13. Maintain Substitute Time and Attendance System.
14. Perform a variety of technical duties and provide assistance to prospective and current personnel; resolves absence/attendance and human resources related issues and concerns with discretion and confidentiality.
15. Assist personnel, applicants, districts and the public and provides a variety of information related to the human resources functions; research rules and regulations related to human resources policies and guidelines.
16. Responsible for the recruitment and selection process for substitute employees.
17. Establish and maintains a variety of absence and human resources files and records with discretion according to established procedures, policies, rules, and regulations.
18. Supervises the operations of substitute services for all personnel.
19. Maintain records in connection with employee absence records, attendance issues, including distribution of absence information to department managers.
20. Make routine and complex decisions based on the situation presented.
21. Perform a variety of clerical duties related to the human resources function; develops and maintains human resources and absence-related forms; compose and type letters, and other documentation as directed.
22. Maintain Employee and Substitute Training documents.
23. Knowledge of principles, practice, and trend of school personnel administration.

24. Attend work-related conferences and seminars.
25. Participate in Title IX investigations as directed by the Chief Human Resources Officer.
26. Facilitate return to work; reasonable accommodations meetings for employees requesting to return with restrictions for modified duty.
27. Perform other duties as assigned.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit for extended periods of time.
2. Enter data into a computer terminal, operate standard office equipment, and use a telephone.
3. See and read a computer screen and printed matter with or without vision aids.
4. Hear and understand speech at normal levels and on the telephone.
5. Speak so that others may understand at normal levels and on the telephone.
6. Stand, walk, and bend over, reach overhead, grasp, push, pull and move, lift and/or carry up to 25 pounds to waist height.

WORK ENVIRONMENT:

Employees in this position will be required to work indoors in a standard office environment and come in direct contact with SJCOE staff, district staff, and the public.

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