



SJCOE
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Job Description

POSITION TITLE: Program Manager III, Student Services #6136
County Operated Schools and Programs

SALARY PLACEMENT: Management Salary Schedule
Range 10

MINIMUM QUALIFICATIONS- EDUCATION AND/OR TRAINING:

Possess a Bachelor of Arts/Science Degree or comparable combination of experience, education, and training in information technology or related fields may be considered. Experience in maintaining individual-level data including student demographics, course data, discipline, assessments, and other data for state and federal reporting. Experience working in student services for a school district or county office of education in the areas of attendance, enrollment and nutrition programs.

DESIRABLE QUALIFICATIONS- EDUCATION, TRAINING, AND EXPERIENCE:

Five years of experience working in any functional and/or systems requirements, technical and/or client services fields, with at least three years of experience in a school setting. Experience with the financial and student information systems used in California Educational Agencies. Experience with various software products used for analysis, data integration and reporting. Experience in strategic planning; experience working with large relational databases designed for both transaction processing and complex reporting. Experience with Student Information Systems. Five years of varied and progressively responsible experience involving student services in the areas of attendance, enrollment and nutrition.

CREDENTIALS AND/OR UNIQUE KNOWLEDGE, SKILLS AND ABILITIES:

Possess leadership skills in planning, setting agendas, and coordinating/conducting meetings/trainings. Ability to supervise, lead, and evaluate staff. Ability to delegate and hold accountable those responsible for carrying out the policies and procedures. Ability to operate a computer and knowledge of assigned software. Knowledge of program evaluation and data collection. Ability to be flexible based on program needs. Ability to create and follow policies and procedures. Ability to interpret and explain technical concepts to non-technical customers and staff. Ability to develop data tables, administer controlled access to relational databases, and prepare custom reports and analysis of business and instructional data. Ability to manage data for the County Operated Schools and Programs student information systems. Ability to oversee and manage budgets. 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.

SUMMARY OF POSITION:

Under the general direction of the Student Services Director independently perform a variety of technical record keeping duties in the preparation, modification, updating and maintenance of a variety of records and files for County Operated Schools and Programs students; provide a variety of student attendance accounting and record-keeping services. Manages CALPADS requirements in accordance with the California Department of Education (CDE) and student information systems for County Operated Schools and Programs. Provide assistance to users in identifying requirements and resolving data related needs and problems. The position is responsible for providing a high level of management and technical expertise in the area of systems operation, maintenance, security, reporting,

data analysis, school record keeping. Coordinate various compliance reports and/or trainings for the County Operated Schools and Programs. Monitor, process and prepare state and federal reports for County Operated Schools and Programs. Establish procedures and assist in all aspects for County Operated Schools and Programs – Student Services Department. Utilize independent judgment and problem-solving skills in relation to assigned areas of responsibility.

ESSENTIAL FUNCTIONS:

1. Work effectively with 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 time lines.
11. Prepare reports as needed for program.
12. Oversee and manage budgets
13. Check and verify student data for accuracy and completion
14. Communicate with Liaisons to obtain and verify SIS and other data.
15. Submit and certify state reports and custom data reports for various departments from the databases.
16. Maintain up to date knowledge of Student Information Systems (SIS) requirements for the purpose of maximizing service.
17. Assist in coordinating the planning, implementation and maintenance of computerized student information, including State Mandated Tests, in the PROMIS, CALPADS, and other assigned systems at all school sites; and provide related technical assistance to staff.
18. Work with Liaisons to assist in assigned activities related to student enrollment procedures, pre-enrollments, student attendance categories, transcripts and/or program components including but not limited to compliance, critical timelines, student dropouts, and graduation rates for the purpose of ensuring compliance with legal and/or administrative requirements.
19. Liaison to local educational agencies, such as the California Department of Education, as well as other outside agencies and associations
20. Establish standards for change and requirement management communication and engagement with program stakeholders including public agencies, private entities engaged in education policy and/or service, private commercial vendors and value added partners to K-12 education.
21. Monitor system performance benchmarks
22. All other duties as assigned.

PHYSICAL REQUIREMENT:

Employees in this position must be able to:

1. Sit and stand for extended periods of time.
2. Enter data into a computer terminal typewriter, operate standard office equipment and use the telephone.
3. Hear and understand speech at normal levels and on the telephone.
4. See and read the computer screen and printed matter with or without visual aids.
5. Speak so that others may understand at normal levels to small or large groups, 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 and/or in an educational and standard office environment. Employees may come in direct contact with parents, SJCOE and school district staff, outside agency staff and the public.

11/14/2018 final sc