

## Sonoma County Office of Education – Job Description

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**Classified**

### **ADMINISTRATIVE PROGRAM TECHNICIAN II**

#### **Definition:**

Assists administrators with logistics planning and support for various programs and/or small or large-scale in-person or virtual meetings, workshops, and special events. Develops and maintains participant information. Under direction from a program or event lead, develops and distributes announcements, flyers, registration forms, participant and content information, and other materials that promote the programs/events. Provides administrative assistance to program leaders. Provides technical assistance to other staff on various aspects of work performed including use of technology to enter and access information. Works collaboratively and creatively with department team members on inter-disciplinary projects and events.

#### **Distinguishing Characteristics:**

This job class is the senior level in the Administrative Program Technician series. Positions in this job class are responsible for coordinating some or all logistical aspects of meetings, workshops, and events. At this level, incumbents are expected to provide a full scope of service before, during, and after the events. This position is required to be a leader in organizing, coordinating, and implementing specific programs or events that involve a large number of people. This position operates independently and exercises latitude to execute programs. Contacts may include teachers and administrators at various districts, community volunteers, business leaders, university academicians, subject experts, retirees, outside presenters, vendors, event venue staff, and other outside personnel related to events. May need to interact with local and state elected officials or their representatives when they are planned as part of the event.

#### **Supervision Exercised and Received:**

Serves under supervision of a director or other designated supervisor.

#### **Example of Duties and Responsibilities:**

*Duties and Responsibilities may include, but are not limited to, the following:*

- Alongside other event leaders, plans, coordinates, implements, and executes logistical and administrative details for in-person and/or virtual small or large-scale meetings, workshops, and events with and in support of certificated event lead(s). Collaboratively develops and distributes materials with appropriate graphic and text content to develop interest in and awareness of programs. Develops and maintains participant lists. Arranges for sites, speakers, judges, panels, etc. Prepares program schedules. Arranges for media or other participation as deemed appropriate.
- Interacts with county office and district administrators and staff on a regular basis to coordinate activities and events.

- Maintains records and processes technical reports and documents requiring in-depth knowledge of the terminology, policies and procedures of department or area of specialized function. May contact external agencies for clarification on reporting requirements.
- Works with event judges, leaders, and panels to select events criteria, format, and participation rules.
- Plans, orders, and coordinates catering for meetings, workshops, and events.
- Coordinates contracts and other applicable forms for presenters, locations, catering, equipment rentals, and other event needs.
- Acts as an information source to district administration, school principals, agencies and others regarding departmental/unit policies, procedures and requirements; receives and interviews callers; provides information where judgment, knowledge and interpretation of established procedures and policies are required.
- Maintains lists and pertinent information of participants. Generates confirmation letters, invoices, billings, and other mailings.
- Arranges for special awards, depending on the nature of the program.
- Composes a variety of correspondence such as emails, memos, forms, letters, reports, and agendas.
- Reviews and maintains financial information for several programs. Receives, verifies, and enters information onto an automated accounting system, forwards financial documents to be processed, and reviews financial reports, evaluating for accuracy.
- Enters and updates information into system according to standard formats. Develops and customizes spreadsheets and databases to produce reports.
- Maintains a calendar of schedules, programs, deadlines, and due dates. Notifies and reminds staff of critical dates and events. May perform event registration duties such as originating and preparing registration packets, schedules, and other general correspondence, and arranging for meeting rooms.
- Composes routine correspondence independently as appropriate.
- Performs other duties as required to accomplish the objectives of the position.

## **Employment Standards:**

### ***Knowledge of:***

- In-depth knowledge of all aspects of event preparation and planning, which includes coordination of events for small or large groups, including student event competitions lasting for multiple days.
- Working knowledge of proper English grammar, spelling and punctuation, sufficient to prepare routine correspondence and documentation.
- In-depth knowledge of desktop publishing and related tools used for producing brochures, flyers, newsletters, and course catalogs. Requires a working knowledge of database, spreadsheet, and word processing.
- In-depth knowledge of accounting and record keeping practices and procedures.
- Working knowledge of special rules and regulations governing workshops, and special events including grant guidelines.
- Sufficient problem solving skills to operate from an objective and develop sequenced action plans for completion of all phases of an assignment.
- Math skills sufficient to compute sums, quotients, fractions, percents, and ratios.
- Sufficient communication skills to greet and work cooperatively with clients and co-workers to convey a positive image of the organization and to ensure all event participants are kept well informed of schedules, expectations, and roles they are assigned for the event.

- In-depth knowledge of departmental procedures, sufficient to explain to others, and standing instructions related to work performed.
- Knowledge of safe work practices.

***Ability to:***

- Perform all of the relevant duties of the position with limited supervision and work independently as a team member, or as a group leader to complete assignments.
- Display a high level of competence in collaboration skills.
- Show resourcefulness in accessing and integrating information in support of program/event outcomes.
- Be flexible and creative in working with colleagues.
- Maintain a sense of humor and love of learning.
- Understand and apply office rules, regulations and policies required for effective job performance.
- Work flexible hours, which may occasionally include evenings and weekends.
- Be flexible and receptive to change and work effectively as part of a team devoted to customer services.
- Read, understand, interpret, and apply information from service contracts, and state, federal, and local laws and regulations.
- Maintain confidential and sensitive information.
- Establish complex and overlapping schedules involving advance planning, setting milestone deadlines, and meeting critical event-related timelines.
- Operate a personal computer using accepted and specialized office software that includes but is not limited to word processing, spreadsheets, relational databases, desktop publishing, report writing, project planning, Google Docs and Google forms, graphic layout, and the use of other common office equipment.
- Analyze complex and sensitive problems and apply appropriate solutions.
- Write complex technical correspondence in a professional manner.
- Coordinate calendars and projects with administrative staff as well as key event personnel.
- Prioritize work in order to meet multiple and overlapping deadlines and maintain schedules.
- Maintain an orderly work environment and perform tasks in a prescribed and safe manner.
- Maintain and improve professional skills and knowledge.

***Computer Skills:***

- Advanced experience with online / virtual platforms such as Zoom, both in an attendance and “behind the scenes” hosting coordinator capacity.
- Advanced Word Processing skills, such as the ability to format sections, multiple headers/footers; set tabs with leaders and indents; format text into columns and create and format tables and forms; insert watermarks, AutoShapes, and word art; create templates, and use merge functions; create and modify styles, and use desktop publishing features to create complex documents.
- Advanced spreadsheet skills, including the ability to insert formulas and mathematical calculations; create workbooks; use multiple worksheets; format and print worksheets; sort lists; and create graphs and charts.
- Advanced desktop publishing, including the ability to create a desktop publishing document, import text and graphics, create master pages and page numbers, spell check, work with basic page layout and design, use the toolbox and palettes, link text in a newsletter document, and/or use layers and frames.
- Advanced database skills, such as the ability to sort and retrieve records; create layouts and

reports; create and print mailing labels; perform mail merge for form letters; add, edit, delete fields and records; and work with relational databases to create reports and lists.

- Advanced electronic presentation software such as the ability to create a slideshow, add new slides, change the template design, use transitions and other effects, create handouts, insert sounds and animation, set up and run a presentation from a LCD display or Airplay.
- Advanced Internet usage including the ability to configure your browser, find information on the Internet, perform custom searches, edit preferences, locate, download, and use photos, art, text, audio, video observing copyright regulations, and save material in a usable format.
- Advanced email skills, including the ability to edit preferences, create folders and address books, and display appropriate use of reply and forward.
- Ability to learn and stay current with technology.

## **Education and Experience:**

*Any combination of education and experience that would provide the knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

### ***Education:***

- Requires a High School diploma or equivalent supplemented by formal or informal education or training which ensures the ability to perform the duties listed above and to read and write at a level necessary for successful job performance.

### ***Experience:***

- Requires a minimum of five years of broad and varied experience in a general office or customer service setting, preferably including experience in planning and coordinating meetings, conferences, and special events for small to large groups.
- Additional relevant experience in meeting and event coordination may substitute for post high school education.

### ***Physical Abilities:***

*The physical abilities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

- Positions in this classification work indoors and sit for long periods of time.
- The position requires daily oral communication in person and on the telephone and frequent written communication.
- Requires speaking and hearing ability sufficient to hear over the phone and carry on routine conversations.
- The work involves operating a computer, calculator, copier and other equipment and involves repetitive arm and hand movement.
- Requires hand-eye-arm and finger dexterity to use a personal computer keyboard, ten-key and other common office equipment.
- Entering data by touch requires the ability to hear computer alarms for errors.
- Forms and copies are color coded, requiring the ability to distinguish among colors.
- Lifting twenty (20) pounds on an occasional basis and in excess of twenty (20) pounds with assistance.
- Requires visual acuity sufficient to recognize people, words, and numbers.

***Work Environment:***

- Work is performed in an office and/or a variety of offsite locations with minimal exposure to health and safety considerations.

***Other Requirements:***

- Must be fingerprinted and satisfactory Department of Justice and Federal Bureau of Investigation records checks must be received by Sonoma County Office of Education, prior to employment.
- TB testing will be required upon employment.
- Must pass a pre-employment physical (if applicable).
- Visual acuity sufficient to read manuals, video display screens, and other related material and work at a computer screen frequently and throughout the day.
- May be required to obtain first aid and CPR certificates within the first 6-12 months of employment.
- May be required to drive with or without students; some positions may require a current California driver license, proof of insurance, and possible participation in the DMV Pull Notice Program once employed.

***Other:***

- Revised: April 25, 2022
- FLSA Status: Non-Exempt
- Bargaining Unit: SEIU
- Approved by: Personnel Commission