

## Sonoma County Office of Education – Job Description

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**Classified**

### **PROGRAM SPECIALIST TECHNICIAN II**

#### **Definition:**

Performs a variety of specialized complex secretarial and technical duties in support of a regional program, district consortia, and an organizational unit having multiple departments or a single function of similar scope of service. Provides support to districts and the county office in implementing the key elements of the State and Federal legislation and meeting the requirements of other Federal and State accountability measures and reporting requirements. Work activities include, but are not limited to, coordinating and gathering information necessary to complete and submit complex Federal, State and local reports, applications and technical documents, which includes independent research, interviews, meetings, general record keeping and coordination of programs and projects that involve other work teams, local school districts and departments.

#### **Distinguishing Characteristics:**

Provides high-level complex administrative and technical support for compliance with State, Federal and regional program standards and goals that requires in-depth knowledge of program and credentialing requirements. The incumbent works independently with general supervision within a broad framework of policies, procedures and program standards. Communicates with County Office staff members, State, Federal, District and regional personnel. Under general supervision, uses independent judgment and technology systems to complete tasks, share program knowledge and promote the use of best practices. Coordinates the flow of information among work teams, including local districts. The Program Specialist Technician II uses more independent judgment, integrated technology systems and requires a higher level of technical knowledge than the Program Specialist Technician I.

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

Serves under general supervision of a program administrator. The position may exercise leadership over other support staff.

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

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

- May assist with program administration through communications, research, submission and monitoring of annual and quarterly reporting to State and Federal Agencies, including timely completion and accurate submission of State and Federal applications, reports and forms for California Commission on Teacher Credentialing (CCTC) Accreditation in compliance with deadlines and legal and program requirements.
- May collect, analyze and monitor State, Federal required data; using multiple databases

or spreadsheets to support work. Maintains up-to-date records of information to support reports and creates, edits and distributes reports for final review.

- Supports the division and/or department leadership, Consortium County Offices of Education, SCOE teams, districts, government agencies and regional partners to implement program standards in compliance with State and Federal mandated requirements, by conducting research and acting as a resource or program advisor; producing appropriate materials and reports, coordinating schedules, regional enrollment and calendars and providing site information to teachers, administrators and program directors and coordinators; and provides updated instructions for visitation.
- Anticipates office reporting due dates and supports office trainings; sets calendar accordingly; coordinates seminar and travel needs for staff and consultants; and attends workshops, webinars and trainings to stay current on policy, procedures and technical skills.
- May contact agency or program personnel to obtain clarification of program requirements and communicates same to program managers and participants accurately and timely.
- May plan, organize, coordinate the development of regional staff development days and communications, procedures, services and products that support the implementation of mandated program standards and requirements.
- Provides verbal and written support to partners, including but not limited to Superintendents, Principals, CBO's, Business Managers, and other programs as assigned.
- Receives and maintains audit/legal materials, exercising confidentiality when needed and proper care in filing and exercises confidentiality in the treatment of sensitive information, including district, teacher and student information.
- Develops, maintains, analyzes and manages budgets, ensuring adequate availability of funds, sets up and maintain files for accounts payable, processes purchase orders and maintains inventory of program office supplies; deposits funds, processes invoices for accounts receivable, open and close multiple school year and fiscal year budgets and completes and submits end of year reports.
- May prepare documents for Board meetings and other county office or district meetings.
- Receives walk-in clients and telephone inquiries from a variety of individuals. Initiates and receives telephone calls, provides information and resolves matters as appropriate, or routes calls as necessary.
- Attends informational meetings as assigned to represent the department, occasionally in place of leadership.
- Performs other duties as required to accomplish the objectives of the position.

## **Employment Standards:**

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

- Extensive knowledge of office practices, procedures, equipment and technology systems including filing systems, receptionist and telephone techniques and letter and report writing.
- In-depth knowledge of those activities associated with statistical record keeping, graphic display and budgetary comparisons.

- Extensive knowledge of personal computer based software programs that support this level of work, including but not limited to word processing, spreadsheet, relational databases, financial software, presentation graphics, registration systems, state database and data entry onto custom databases.
- Problem solving skills necessary to operate from an objective and develop sequenced action plans for completion of all phases of an assignment.
- Thorough knowledge of proper English usage, grammar, spelling, punctuation and proofreading/ editing.
- Math skills necessary to compute sums, products, ratios, decimals and percents.
- Self-initiated human relations skills necessary to communicate technical concepts, program information and sensitive issues to others and convey a positive, service-oriented image of the department.
- Safe work practices.

***Ability to:***

- Perform all of the relevant duties of the position with general supervision and work independently to complete assignments.
- Prioritize work in order to meet multiple deadlines, maintain schedules and coordinate workload and schedule with administration.
- Coordinate and perform complex office tasks.
- Interpret, explain and accurately apply knowledge of federal, state, regional, programs.
- Present information to individuals or groups and to listen and respond appropriately to others.
- Effectively convey to others department organization, operations, programs, functions and special program terminology.
- Compile and maintain complex records and prepare state, federal and local complex reports and applications.
- Analyze situations accurately and recommend an effective course of action.
- Develop and maintain effective relationships with others to support the program goals and communicate with a wide range of contacts within and outside the County Office of Education independently with tact, diplomacy and courtesy and in a manner that reflects positively on the department and County Office of Education.
- Effectively use common office equipment.
- Analyze technical problems and to develop and apply appropriate solutions.
- Read, understand and apply information from federal, state and local laws and regulations.
- Write complex technical correspondence in a professional manner.
- Coordinate calendars and projects with administrative staff.
- Maintain confidential and sensitive information.
- Be flexible and receptive to change and work effectively as part of a team devoted to customer service.

**Computer Skills:**

- Intermediate to advanced skills to operate a personal computer using accepted office software that includes but is not limited to word processing, spreadsheets, relational databases, desktop publishing, report writing and graphic layout, including learning to work effectively across both PC and MAC platforms as needed for successful job performance.
- Learn government based electronic applications and reporting systems and troubleshooting techniques.
- Perform management and verification of participant attendance in a database system.

**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:**

- Completion of high school and additional college or business school coursework to obtain the required knowledge and abilities.
- An Associates degree in business or related discipline is preferred.
- Additional experience may substitute for education.

**Experience:**

- Three years of increasingly responsible secretarial work, including research, data processing, spreadsheets, accounting and budgeting, preferably with at least two years of experience in an education or public service environment.
- Experience working with federal or state program requirements is highly desirable.
- Additional experience may substitute for 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.*

- The position requires ordinary ambulatory ability to retrieve work materials, intermittent walking, standing, stooping and carrying and lifting of materials and equipment under 30 pounds.
- Visual acuity sufficient to read manuals, video display screens, and other related material and work at a computer screen frequently and throughout the day.
- Requires hand-eye-arm and finger dexterity to use a personal computer keyboard, ten-key and other common office equipment.
- Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

**Work environment:**

- Work is performed in an office environment with minimal exposure to health and safety considerations.

***Other Requirements:***

- Must be fingerprinted and a satisfactory Department of Justice records check must be received by the County Office of Education, prior to employment.
- TB testing will be required upon employment.
- Must pass a pre-employment physical (if applicable).
- Must have normal vision, corrected or uncorrected.
- 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: August 26, 2024
- FLSA Status: Non-Exempt
- Bargaining Unit: SEIU
- Approved by: Personnel Commission