

MANAGER, ENGAGEMENT AND SUPPORT

Reports to: Director, Engagement and Support

Division: Human Resources

Our ideal candidate

You understand the critical role that Human Resources serves in an organization and proactively pursue continuous improvement of the human resources systems that serve all internal programs and services at SBCEO. You work with urgency, accuracy, and a passion for equity. You have exceptional written and oral communication skills and a strong sense of organizational systems. You work collaboratively with teams to develop new ideas and gain consensus toward systemic changes that will benefit the organization. You have experience mentoring and training management staff who support and supervise employees.

General description

Under general direction, provide a variety of management-level human resources supports, including risk management, employee relations, human resources consultation services to managers and supervisors, and the development and delivery of employee and management training and professional development; implement the Injury and Illness Prevention Program; maintain discrimination and harassment prevention programs and investigate complaints; ensure ongoing compliance with state and federal law including the California Education Code.

Specific duties and responsibilities

- Execute organizational goals focused on improving and enhancing systems, policies, and procedures that impact all departments; develop work plans, analytic tools and metrics, and performance measures.
- Support the Director, Engagement and Support in policy and strategy development, ensuring legal and policy compliance and consistency of application; draft new and revised Board Policies and Administrative Regulations, and other SBCEO-wide policies related to employment and risk management.
- Integrate department activities to optimize customer service; ensure effective communication within Human Resources and with other departments.
- Identify opportunities for Human Resources process improvement; research, evaluate, and recommend Human Resources business systems that will improve the customer experience and maximize staff capacity.
- Lead departmental and interdepartmental work groups to implement new initiatives, improve current processes, and revise procedures to reflect changes in law; establish appropriate partnerships; facilitate meetings; remove barriers to progress; and ensure successful and timely project completion.
- Develop and maintain resources to support the organization in improving employee engagement, satisfaction, and retention.
- Conduct surveys and focus groups to measure employee engagement, report the data collected, and participate in the development of initiatives to enhance engagement.
- Review draft communications, policies, procedures, and memoranda of understanding for other SBCEO departments, suggesting revisions to clarify meaning and intent, manage

MANAGER, ENGAGEMENT AND SUPPORT

SBCEO's risk, and ensure compliance with current law and alignment with existing SBCEO policies, procedures, rules, and bargaining agreements.

- May coordinate components of SBCEO's risk management program such as workers' compensation, unemployment compensation, injury and illness prevention; develop and implement relevant training to manage risk.
- Advise and provide support to school district staff in the review and development of policies, training, and processes.
- Advise and coach managers and supervisors on a variety of human resources-related matters, such as defensible practices, professional development, evaluation, discipline, employee support systems, and performance management.
- Investigate and respond to complaints of discrimination, harassment, and other misconduct; administer discrimination and harassment prevention programs to ensure compliance with federal and state laws and SBCEO policies, rules, and regulations.
- Facilitate the development of and/or present training and professional development for managers, supervisors, and employees in order to build organizational capacity and promote a positive working environment.
- Draft a variety of materials for a wide range of audiences, including (but not limited to) forms, letters and memos, contracts, memoranda of understanding, handbooks, website content, and electronic presentations.
- Develop requests for proposal; evaluate and recommend service providers; prepare and administer a variety of professional service contracts.
- May perform supervisory duties, including: interviewing and selecting staff; planning, assigning, and reviewing the work of assigned staff; providing coaching, training, and professional development; establishing performance standards and evaluating performance; taking disciplinary action as needed.
- Participate in budget preparation and fiscal management by preparing preliminary estimates for budget, and monitoring accounts..
- Direct efforts to improve and document department systems and procedures.
- Perform other related duties as assigned.

Requirements

A typical way to qualify for this classification would be:

Education: Possession of a bachelor's degree in legal studies, social sciences, humanities, or business, public, or education administration; or other related field. Possession of a master's degree in business, public, or education administration; legal studies; or other related field is preferred.

Experience: Five years of professional human resources experience that included risk management, process improvement, and training and professional development. Public agency human resources experience is preferred. Experience in human resources in a public TK-12 setting is desirable.

MANAGER, ENGAGEMENT AND SUPPORT

Equivalent combinations of training, education, and experience that provide the required knowledge and abilities will also be considered.

Knowledge of:

- principles and practices of human resource management
- principles and practices of risk management
- state and federal employment law
- California workers' compensation administration
- business systems analysis and implementation
- competitive bidding process
- principles and practices of process improvement
- principles and practices of project management
- methods and practices of training and professional development
- principles and practices of policy development
- methods and practices of conducting investigations
- analytics and performance measures
- group facilitation methods and strategies
- contract law and administration
- principles and practices of supervision, performance evaluation, and performance management
- the progressive discipline process
- principles and practices of budget management
- written and oral communication strategies
- correct English usage, grammar, spelling, punctuation and vocabulary.

Ability to:

- learn County Education Office organization, operations, policies and objectives
- communicate effectively, both orally and in writing
- prepare a wide variety of written documents
- gather and analyze data, reach sound conclusions, and recommend reasonable courses of action
- interpret and apply laws, regulations, rules, and policies
- initiate, plan, and execute projects
- make effective presentations to a wide range of audiences
- work independently
- work cooperatively and maintain effective working relationships with co-workers, HR colleagues in districts and other agencies, vendors, and others
- lead and work effectively with groups to accomplish goals and consistently meet timelines
- operate a computer and other office equipment and related software programs
- use a human resources information system and enterprise financial system



MANAGER, ENGAGEMENT AND SUPPORT

Licenses and certificates

- Possession of a valid California driver’s license and the use of a dependable vehicle are required. These requirements may be waived if the incumbent is able to perform their duties efficiently using alternative means of transportation.
- Must be eligible to be a custodian of records as required by the Department of Justice.

Working conditions

This position is considered generally sedentary. Most work is performed while sitting at a desk and usually involves extensive use of computers, telephones, and other office equipment. Strenuous physical activity — such as lifting and carrying heavy objects, crawling, or stooping — is not generally associated with this position. This position is not typically exposed to significant safety hazards.

The work of this position is performed in a typical modern office environment. Local travel to a variety of locations, as well as occasional overnight travel, is required. Occasional attendance at evening and weekend meetings and events is also required.

Management salary range 23

Approved by the Personnel Commission: December 17, 2020
Revised: April 24, 2025