October 1, 2024

Volume I: CLASSIFICATION STUDY FINAL REPORT

San Mateo County Office of Education



Insurance | Risk Management | Consulting

Formerly Koff & Associates

October 1, 2024

Mr. Randy Perez
Executive Director, Personnel Commission
San Mateo County Office of Education
101 Twin Dolphin Drive
Redwood City, CA 94065

Dear Mr. Perez:

Gallagher is pleased to present the final classification and compensation report for the study of all classified positions in the San Mateo County Office of Education. Volume I documents the classification study process and provides recommendations for the classification plan, allocations of individual positions for all San Mateo County Office of Education employees, and class specifications. Volume II, to be sent under separate cover, documents the market compensation survey, findings, and recommendations.

This first volume incorporates a summary of the study's multi-step process, which included results of written Position Description Questionnaires, interviews with employees and management, and employee review and comments in the form of draft class descriptions, and class allocation recommendations.

We would like to thank you for your assistance and cooperation without which this study could not have been brought to its successful completion.

We will be glad to answer any questions or clarify any points as you are implementing the findings and recommendations. It was a pleasure working with you and we look forward to future opportunities to provide you with professional assistance.

Very truly yours,



Katie Kaneko
Managing Director, Compensation and Rewards Consulting
510.858.6678 Direct
510.658.5633 Main
katie_kaneko@ajg.com

Gallagher
ajg.com/ps-class-comp

© 2024 Arthur J. Gallagher & Co.

Contents

Executive Summary 3
Background 3
Classification Study Goals 3
Classification Study Process 3
Classification Concepts 4
Positions vs. Classifications 4
The Relationship Between Classification and Compensation 4
The Purpose of Having a Classification Plan 4
Classification Descriptions 5
Fair Labor Standards Act 7
Classification Findings and Recommendations 8
Classification Structure and Allocation Factors 8
Classification Allocation Recommendations 12
Title Change 12
Reclassification 14
New Classifications 14
Classification Elimination 14
Conclusion 15

List of Tables

Table 1. Title Change Recommendations 13
Table 2. Reclassification Recommendations 14

Appendices

Appendix I: Recommended Position Allocations
Appendix II: New Class Descriptions
Appendix III: Class Concepts

© 2024 Arthur J. Gallagher & Co.

Executive Summary

Background

In March 2023, the San Mateo County Office of Education (SMCOE) contracted with Gallagher to conduct a classification and total compensation study for all Classified SMCOE classifications. All classification and compensation findings, recommendations, and options for implementations are in Volumes I and II of this report.

This classification review process was precipitated by:

- The concern of SMCOE management, and the employee groups that employees should be recognized for the level and scope of work performed and that they are paid on a fair and competitive basis that allows SMCOE to recruit and retain a high-quality staff;
- To ensure that class descriptions reflect current programs, responsibilities, and technology;
- The desire to have a compensation plan that can meet the needs of SMCOE; and
- The desire to ensure that internal relationships of salaries are based upon objective, non-quantitative evaluation factors, resulting in equity across SMCOE.

The goal of the classification and compensation study is to assist SMCOE in developing a competitive pay and benefit structure, which is based upon market data to ensure that the plan is fiscally responsible, and that meets the needs of SMCOE with regards to recruitment and retention of qualified staff.

Classification Study Goals

The goals and objectives of the classification portion of the study were to:

- Obtain detailed information regarding each position through a variety of techniques, including written Position Description Questionnaires (PDQs) and interviews with employees and management;
- Prepare an updated classification plan, including recommended class descriptions and position allocations that recognizes the scope and level of the various classes and positions, and is perceived equitable by management and employees alike;
- Provide class descriptions and other documentation that includes information required for compliance with the Americans with Disabilities Act (ADA) and appropriate qualifications, including knowledge, skills, and other requirements that are job-related and meet other legal guidelines; and
- Provide sufficient documentation to allow SMCOE to maintain the classification system on a regular basis.

Classification Study Process

The classification study procedures were as follows:

- An initial meeting was held with SMCOE management to clarify study scope, objectives, processes, and deliverables.
- Orientation meetings were held to which all employees were invited, to meet consultant staff involved with the project, clarify study objectives and procedures, answer questions, and distribute the PDQs.
- After the PDQs were completed by employees and reviewed by management and consultant staff, interviews were conducted with all employees and management.
- Following the analysis of the classification information gathered, draft class concepts, specifications, and position allocations were developed for management and employee review.

© 2024 Arthur J. Gallagher & Co.

- After resolution of issues, wherever possible, including additional contacts with employees and management to gain details and clarification, appropriate modifications were made to the draft specifications and allocations and this final report was prepared.

Classification Concepts

Positions vs. Classifications

"Position" and "Classification" are two terms that are often used interchangeably but have very different meanings. As used in this report:

- A position is an assigned group of duties and responsibilities performed by one person. A position can be full-time, part-time, regular or temporary, filled or vacant. Often the word "job" is used in place of the word "position."
- A classification or class may contain only one position or may consist of a number of positions. When you have several positions assigned to one class, it means that the same title is appropriate for each position; that the scope, level, duties, and responsibilities of each position assigned to the class are sufficiently similar (but not identical) that the same core knowledge, skills, abilities, and other requirements are appropriate for all positions, and that the same salary range is equitable for all positions in the class.

The description of a position often appears as a working desk manual, going into detail regarding work process steps, while a class description emphasizes the general scope and level of responsibilities, plus the knowledge, skills, abilities, and other requirements for successful performance

When positions are classified, the focus is on assigned job duties and the job-related requirements for successful performance, not on individual employee capabilities or amount of work performed. Positions are thus evaluated and classified on the basis of such factors as knowledge, skills, and abilities required to perform the work, the complexity of the work, the authority delegated to make decisions and take action, the responsibility for the work of others and/or for budget expenditures, contacts with others (both inside and outside of the organization), and the impact of the position on the organization and working conditions.

The Relationship Between Classification and Compensation

Classification and the description of the work and the requirements to perform the work are separate and distinct from determining the worth of that work in the labor market and to the organization. While recommending the appropriate compensation for the work of a class depends upon an understanding of what that work is and what it requires (as noted above), compensation levels are often influenced by two factors:

- The external labor market; and
- Internal relationships within the organization.

Compensation findings and recommendations for SMCOE are covered in Volume II of this report.

The Purpose of Having a Classification Plan

A position classification plan provides an appropriate basis for making a variety of human resources decisions such as the:

- Development of job-related recruitment and selection procedures;
- Clear and objective appraisal of employee performance;
- Development of training plans and succession planning;
- Design of an equitable and competitive salary structure;
- Organizational development and the management of change; and

© 2024 Arthur J. Gallagher & Co.

- Provision of an equitable basis for discipline and other employee actions.

In addition to providing this basis for various human resources management and process decisions, a position classification plan can also effectively support systems of administrative and fiscal control. Grouping of positions into an orderly classification system supports planning, budget analysis and preparation, and various other administrative functions.

Within a position classification plan, job classifications can either be broad (containing a number of positions) or narrow (emphasizing individual job characteristics). Broad job classifications are indicated when:

- Employees can be hired with a broad spectrum of knowledge, skill, and/or academic preparation and can readily learn the details of SMCOE, the department, and the position on-the-job; or
- There is a need for flexibility of the assignment within a department or an organization due to changing programs, technologies, or workload.

Individualized job classifications are indicated when:

- There is an immediate need to recruit for specialty knowledge and skills;
- There is a minimum of time or capability for on-the-job training; or
- There is an organizational need to provide for specific job recognition and to highlight the differences between jobs.

Most classification plans are a combination of these two sets of factors, and we have chosen the middle ground in this study as being most practicable in SMCOE's changing environment and service delivery expectations, as well as being in line with SMCOE's strategic plan. This approach resulted in recommendations to retitle classifications to more accurately reflect current responsibilities or use more contemporary titles (e.g. Computer Operator to Enterprise Systems Assistant), or to reclassify certain individuals into existing or entirely new classifications that more accurately reflect current responsibilities (e.g. Executive Assistant to Human Resources Technician). Detailed allocation recommendations are found in Appendix I of the report.

Classification Descriptions

In developing the new and revised classification descriptions for all positions, the basic concepts outlined in the previous pages were utilized. The recommended class descriptions are included in Appendix II of this report.

As mentioned earlier, the class descriptions are based upon the information from the written PDQs completed by each employee, the individual job audit interviews (if required), and from information provided by employees and managers during the review processes. These descriptions provide:

- A written summary documenting the work performed and/or proposed by the incumbents of these classifications;
- Distinctions among the classes; and
- Documentation of requirements and qualifications to assist in the recruitment and selection process.

Just as there is a difference between a position and a class, there is also a difference between a position description and a class description. A position description, often known as a "desk manual", generally lists each duty an employee performs and may also have information about how to perform that duty. A class description normally reflects several positions and is a summary document that does not list each duty performed by every employee. The class description, which is intended to be broader, more general and informational, is intended to indicate the general scope and level of responsibility and requirements of the class, not detail-specific position responsibilities.

The sections of each class description are as follows:

Title: This should be brief and descriptive of the class and consistent with other titles in the classification plan and the occupational area.

© 2024 Arthur J. Gallagher & Co.

- The title of a classification is normally used for organization, classification, and compensation purposes within SMCOE. Often working titles are used within a department to differentiate an individual. All positions have a similar level of scope and responsibility; however, the working titles may give assurance to a member of the public that they are dealing with an appropriate individual. Working titles should be authorized by Human Resources to ensure consistency within SMCOE and across departmental lines.

Definition: This provides a capsule description of the job and should give an indication of the type of supervision received the scope and level of the work and any unusual or unique factors. The phrase "performs related work as required" is not meant to unfairly expand the scope of the work performed, but to acknowledge that jobs change and that not all duties are included in the class specification.

Supervision Received and Exercised: This section specifies which class, or classes provide supervision to the class being described and the type and level of work direction or supervision provided to this class. The section also specifies what type and level of work direction or supervision the class provides to other classes. This assists the reader in defining where the class "fits" in the organization and alludes to possible career advancement opportunities.

Class Characteristics: This can be considered the "editorial" section of the specification, slightly expanding the Definition, clarifying the most important aspects of the class and distinguishing this class from the next higher-level in a class series or from a similar class in a different occupational series.

Examples of Typical Job Functions: This section provides a list of the major and typical duties, intended to define the scope and level of the class and to support the Qualifications, including Knowledge and Skills. This list is meant to be illustrative only. It should be emphasized that the description is a summary document, and that duties change depending upon program requirements, technology, and organizational needs.

Qualifications: This element of the description has several sections:

- A listing of the job-related knowledge and skills required to successfully perform the work. They must be related to the duties and responsibilities of the work and capable of being validated under the Equal Employment Opportunity Commission's Uniform Guidelines on Selection Procedures. Knowledge (intellectual comprehension) and Abilities (acquired proficiency) should be sufficiently detailed to provide the basis for selection of qualified employees.
- A listing of educational and experience requirements that outline minimum and alternative ways of gaining the knowledge and abilities required for entrance into the selection process. These elements are used as the basic screening technique for job applicants.
- Licenses and/or certifications identify those specifically required in order to perform the work. These certifications are often required by an agency higher than SMCOE (i.e., the State), and can therefore be appropriately included as requirements.

Physical Demands: This section identifies the basic physical abilities required for performance of the work. These are not presented in great detail (although they are more specifically covered for documentation purposes in the PDQs) but are designed to indicate the type of pre-employment physical examination (lifting requirements and other unusual characteristics are included, such as "finger dexterity needed to access, enter, and retrieve data using a computer keyboard") and to provide an initial basis for determining reasonable accommodation for ADA purposes.

Working Conditions: These can describe certain outside influences and circumstances under which a job is performed; they give employees or job applicants an idea of certain risks involved in the job and what type of protective gear may be necessary to perform the job. Examples are loud noise levels, cold and/or hot temperatures, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and other job conditions.

© 2024 Arthur J. Gallagher & Co.

Fair Labor Standards Act

One of the major components of the job analysis and classification review is the determination of each classification's appropriate Fair Labor Standards Act (FLSA) status, i.e., exempt vs. non-exempt from the FLSA overtime rules and regulations.

As we review position description questionnaires and notes from the interviews, we analyze each classification's essential functions to determine FLSA status. There are three levels for the determination of the appropriate FLSA status that are utilized and on which we base our recommendations. Below are the steps used for the determination of Exempt FLSA status.

Salary Basis Test: The incumbents in a classification are paid at least $844 per week ($43,888 per year), not subject to reduction due to variations in quantity/quality of work performed.

Exemption Applicability: The incumbents in a classification perform any of the following types of jobs:

- Executive: Employee whose primary duty is to manage the business or a recognized department/entity and who customarily directs the work of two or more employees. This also includes individuals who hire, fire, or make recommendations that carry particular weight regarding employment status. Examples: executive, director, owner, manager, supervisor.
- Administrative: Employee whose primary activities are performing office work or non-manual work on matters of significance relating to the management or business operations of the firm or its customers and which require the exercise of discretion and independent judgment. Examples: coordinator, administrator, analyst, accountant.
- Professional: Employee who primarily performs work requiring advanced knowledge/education and which includes consistent exercise of discretion and independent judgment. The advanced knowledge must be in a field of science or learning acquired in a prolonged course of specialized intellectual instruction. Examples: attorney, physician, statistician, architect, biologist, pharmacist, engineer, teacher.
- Computer professional: Employee who primarily performs work as a computer systems analyst, programmer, software engineer or similarly skilled work in the computer field performing a) application of systems analysis techniques and procedures, including consulting with users to determine hardware, software, or system functional specifications; b) design, development, documentation, analysis, creation, testing, or modification of computer systems or programs, including prototypes, based on and related to user or system design specification; or c) design, documentation, testing, creation or modification of computer programs based on and related to user or system design specifications; or a combination of the duties described above, the performance of which requires the same level of skills. Examples: system analyst, database analyst, network architect, software engineer, programmer.

Job Analysis: A thorough job analysis of the job duties must be performed to determine exempt status. An exempt position must pass both the salary basis and duties tests. The job analysis should include:

- Review of the minimum qualifications established for the job;
- Review of prior class descriptions, questionnaires, and related documentation;
- Confirmation of duty accuracy with management; and
- Review and analysis of workflow, organizational relationships, policies, and other available organizational data.

Non-exempt classifications work within detailed and well-defined sets of rules and regulations, policies, procedures, and practices that must be followed when making decisions. Although the knowledge base required to perform the work may be significant, the framework within which incumbents work is fairly restrictive and finite. (Please note that FLSA does not allow for the consideration of workload and scheduling when it comes to exemption status).

Finally, often a classification performs both non-exempt and exempt duties, so we analyze time spent on each type of duties. If a classification performs mostly non-exempt duties (i.e. more than 50% of his or her time), then the classification would be considered non-exempt.

© 2024 Arthur J. Gallagher & Co.

Classification Findings and Recommendations

Classification Structure and Allocation Factors

The proposed classification plan provides SMCOE with a systematic classification structure based on the interrelationship between duties performed, the nature and level of responsibilities, and other work-related requirements of the jobs.

A classification plan is not a stable, unchanging entity. Classification plans may be updated and revised by conducting classification studies that are organizational wide (review of all classifications and positions) or position specific. The methodology used for both types of studies is the same, as outlined above.

For either type of study, when identifying appropriate placement of new and/or realigned positions within the classification structure, there are general allocation factors to consider. By analyzing these factors, SMCOE will be able to change and grow the organization while maintaining the classification plan.

1. Type and Level of Knowledge and Skill Required

This factor defines the level of job knowledge and skill, including those attained by formal education, technical training, on-the job experience, and required certification or professional registration. The varying levels are as follows:

A. The entry-level into any occupational field

This entry-level knowledge may be attained by obtaining a high school diploma, completing specific technical course work, or obtaining a four-year or advanced college or university degree. Little to no experience is required.

B. The experienced or journey-level (fully competent-level) in any occupational field

This knowledge and skill level recognizes a class that is expected to perform the day-to-day functions of the work independently, but with guidelines (written or oral) and supervisory assistance available. This level of knowledge is sufficient to provide on-the-job instruction to a fellow employee or an assistant when functioning in a lead capacity. Certifications may be required for demonstrating possession of the required knowledge and skills.

C. The advanced level in any occupational field

This knowledge and skill level is applied in situations where an employee is required to perform or deal with virtually any job situation that may be encountered. Guidelines may be limited and creative problem solving may be involved. Supervisory knowledge and skills are considered in a separate factor and should not influence any assessment of this factor.

2. Supervisory/Management Responsibility

This factor defines the staff and/or program management responsibility, including short and long-range planning, budget development and administration, resource allocation, policy and procedure development, and supervision and direction of staff.

A. No ongoing direction of staff

The employee is responsible for the performance of his or her own work and may provide side-by-side instruction to a co-worker.

B. Lead direction of staff or program coordination

The employee plans, assigns, directs, and reviews the work of staff performing similar work to that performed by the employee on a day-to-day basis. Training in work procedures is normally involved. If staff direction is not

© 2024 Arthur J. Gallagher & Co.

involved, the employee must have responsibility for independently coordinating one or more programs or projects on a regular basis.

C. Full first-line supervisor

The employee performs the supervisory duties listed above, and, in addition, makes effective recommendation and/or carries out selection, performance evaluation, and disciplinary procedures. If staff supervision is not involved, the employee must have programmatic responsibility, including development and implementing goals, objectives, policies and procedures, and budget development and administration.

D. Manager

The employee is considered management, often supervising through subordinate levels of supervision. In addition to the responsibilities outlined above, responsibilities include allocating staff and budget resources among competing demands and performing significant program and service delivery planning and evaluation. This level normally reports to the Department Head.

Department Head

The employee provides administrative direction and oversight for all functions and activities of the assigned department, typically managing department operations through subordinate levels of management. In addition to allocating staff and budget resources, responsibilities include setting departmental policy and directing strategic plans and initiatives to align departmental operations and activities with agencywide strategic goals established by Executive Management.

E. Executive Management

The employee has total administrative responsibility for SMCOE.

3. Supervision Received

A. Direct Supervision

Direct supervision is usually received by entry-level employees and trainees, i.e., employees who are new to the organization and/or position they are filling. Initially under close supervision, incumbents learn to apply concepts and work procedures and methods in assigned area of responsibility to resolve problems of moderate scope and complexity. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. As experience is gained, assignments become more varied and are performed with greater independence.

B. General Supervision

General supervision is usually received by the experienced and journey-level employees, i.e., employees who have been in a position for a period of time and have had the opportunity to be trained and learn most, if not all, duties and responsibilities of the assigned classification. Incumbents are cross trained to perform the full range of technical work in all of the areas of assignment.

At the experienced-level, positions exercise some independent discretion and judgment in selecting and applying work procedures and methods. Assignments and objectives are set for the employee and established work methods are followed. Incumbents have some flexibility in the selection of steps and timing of work processes.

Journey-level positions receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of assigned projects, programs, and team(s). Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements, and the methodology used in arriving at the end results are not reviewed in detail.

© 2024 Arthur J. Gallagher & Co.

C. General Direction

General direction is usually received by senior level or management positions. Work assignments are typically given as broad, conceptual ideas and directives and incumbents are accountable for overall results and responsible for developing guidelines, action plans, and methods to produce deliverables on time and within budget.

D. Administrative and Policy Direction

Administrative direction is usually received by executive management classifications. The incumbent is accountable for accomplishing SMCOE-wide planning and operational goals and objectives within legal and general policy and regulatory guidelines. The incumbent is responsible for the efficient and economical performance of the organization's operations.

4. Problem Solving

This factor involves analyzing, evaluating, reasoning, and creative thinking requirements. In a work environment, not only the breadth and variety of problems are considered, but also guidelines, such as supervision, policies, procedures, laws, regulations, and standards available to the employee.

A. Structured problem solving

Employees learn to apply concepts and work procedures and methods in assigned area of responsibility and to resolve problems and issues that are specific, less complex, and/or repetitive. Exceptions or changes in procedures are explained in detail as they arise.

B. Independent, guided problem solving

Work situations require making independent decisions among a variety of alternatives; however, policies, procedures, standards, and regulations and/or management are available to guide the employee towards problem resolution.

C. Application of discriminating choices

Work situations require independent judgment and decision-making authority when identifying, evaluating, adapting, and applying appropriate concepts, guidelines, references, laws, regulations, policies, and procedures to resolve diverse and complex problems and issues.

D. Creative, evaluative, or critical thinking

The work involves a high-level of problem-solving requiring analysis of unique issues or increasingly complex problems without precedent and/or structure and formulating, presenting, and implementing strategies and recommendations for resolution.

5. Authority for Making Decisions and Taking Action

This factor describes the degree to which employees have the freedom to take action within their job. The variety and frequency of action and decisions, the availability of policies, procedures, laws, and supervisory or managerial guidance, and the consequence or impact of such decisions are considered within this factor.

A. Direct, limited work responsibility

The employee is responsible for the successful performance of his or her own work with little latitude for discretion or decision-making. Work is usually supervised while in progress and fits an established structure or pattern. Direct supervision is readily available.

B. Decision-making within guidelines

The employee is responsible for the successful performance of their own work, but able to prioritize and determine methods of work performance within general guidelines. Supervision is available, although the

© 2024 Arthur J. Gallagher & Co.

employee is expected to perform independently on a day-to-day basis. Emergency or unusual situations may occur but are handled within procedures and rules. Impact of decisions is normally limited to the work unit, project, or program to which assigned.

C. Independent action with focus on work achieved

The employee receives assignments in terms of long-term objectives, rather than day-to-day or weekly timeframes. Broad policies and procedures are provided, but the employee has latitude for choosing techniques and deploying staff and material resources. Impact of decisions may have significant program or SMCOE-wide service delivery and/or budgetary impact.

D. Decisions made within general policy or elected official guidance

The employee is subject only to the policy guidance of elected officials and/or broad regulatory or legal constraints. The ultimate authority for achieving the goals and objectives of SMCOE are with this employee.

6. Interaction with Others

This factor includes the nature and purpose of contacts with others, from simple exchanges of factual information to the negotiation of difficult issues. It also considers with whom the contacts are made, from co-workers and the public to elected or appointed public officials.

A. Exchange of factual information

The employee is expected to use ordinary business courtesy to exchange factual information with co-workers and the public. Strained situations may occasionally occur, but the responsibilities are normally not confrontational.

B. Interpretation and explanation of policies and procedures

The employee is required to interpret policies and procedures, apply and explain them, and influence the public or others to abide by them. Problems may need to be defined and clarified and individuals contacted may be upset or unreasonable. Contacts may also be made with individuals at all levels throughout SMCOE.

C. Influencing individuals or groups

The employee is required to interpret laws, policies, and procedures to individuals who may be confrontational or to deal with members of professional, business, community, or other groups or regulatory agencies as a representative of SMCOE.

D. Negotiation with organizations from a position of authority

The employee often deals with SMCOE elected officials, government agencies, and other outside agencies, and the public to advance and represent the priorities and interests of SMCOE, provide policy direction, and/or negotiate solutions to difficult problems.

7. Working Conditions/Physical Demands

This factor includes specific physical, situational, and other factors that influence the employee's working situation.

A. Normal office or similar setting

The work is performed in a normal office or similar setting during regular office hours (occasional overtime may be required but compensated for). Responsibilities include meeting standard deadlines, using office and related equipment, lifting materials weighing up to 25 pounds, and communicating with others in a generally non-stressful manner.

B. Varied working conditions with some physical or emotional demands

© 2024 Arthur J. Gallagher & Co.

The work is normally performed indoors, but may have some exposure to noise, heat, weather, or other uncomfortable conditions. Stand-by, call back, or regular overtime may be required. The employee may have to meet frequent deadlines, work extended hours, and maintain attention to detail at a computer or other machinery, deal with difficult people, or regularly perform moderate physical activity.

C. Difficult working conditions and/or physical demands

The work has distinct and regular difficult demands. Shift work (24-7 or rotating) may be required; there may be exposure to hazardous materials or conditions; the employee may be subject to regular emergency callback and extended shifts; and/or the work may require extraordinary physical demands.

Based on the above factors, in the maintenance of the classification plan when an employee is assigned an additional duty or responsibility and requests a change in classification, it is reasonable to ask:

- What additional knowledge and skills are required to perform the duty?
- How does one gain this additional knowledge and skills – through extended training, through a short-term seminar, through on-the-job experience?
- Does this duty or responsibility require new or additional supervisory responsibilities?
- Is there a greater variety of or are there more complex problems that need to be solved as a result of the new duty?
- Does the employee have to make a greater variety of or more difficult decisions as a result of this new duty?
- Are the impacts of decisions greater because of this new duty (effects on staff, budget, SMCOE-wide activities, and/or relations with other agencies)?
- Are guidelines, policies, and/or procedures provided to the employee for the performance of this new duty?
- Is the employee interacting with internal and external stakeholders others more frequently or for a different purpose as a result of this new assignment?
- Have the working or physical conditions of the job changed as a result of this new assignment?

The analysis of the factors outlined above, as well as the answers to these questions, were used to determine recommended classifications for all SMCOE employees. The factors above will also help to guide the placement of specific positions to the existing classification structure and/or revision of entire classification structure in the future.

Classification Allocation Recommendations

All class descriptions were updated in order to ensure that the format is consistent, and that the duties and responsibilities are current and properly reflect the required knowledge, abilities, and skills.

When evaluating the allocation of positions, the focus is on assigned job duties and the job-related requirements for successful performance, not on individual employee capabilities or amount of work performed. Positions are evaluated and classified on the basis of such factors as knowledge and skill required to perform the work, the complexity of the work, the authority delegated to make decisions and take action, the responsibility for the work of others and/or for budget expenditures, contacts with others (both inside and outside of the organization), the impact of the position on the organization, and working conditions.

Furthermore, it is necessary to: (i) identify the duties that the incumbents are currently being required to perform; (ii) determine if those duties are captured in the current classification description; and (iii) identify the percentage of duties being performed, if any, which are outside of the current classification.

Title Change

One change in the classification plan, as noted above, was the title change for 37 classifications.

© 2024 Arthur J. Gallagher & Co.

Table 1. Title Change Recommendations

Current Classification Title	Proposed Classification Title
Administrative Assistant I/Bilingual	Administrative Assistant
Administrative Assistant II/III	
Computer Operator	Enterprise Systems Assistant
Computer/Network Technician	Computer Technician
Coordinator, Information Systems	Coordinator, Business Systems
Coordinator, Network Architecture & Cybersecurity	Coordinator, Cybersecurity
Coordinator, Childcare Partnership Council	Program Manager
Coordinator, Early Learning Dual Language Support	
Coordinator, Early Learning Quality Improvement Initiatives	
Delivery Driver	Mail Services Driver
Executive Assistant II, Confidential	Executive Assistant - Confidential
Executive Assistant III, Confidential	Executive Assistant
	Executive Assistant – Confidential
Executive Assistant IV	Executive Assistant to the Superintendent
Green Facilities Analyst	Sustainability Analyst
Information Technology Analyst	Applications Support Technician
Information Technology Project Operations Analyst	Integrated Technology Services Operations Technician
Manager, District Business Services	Senior District Business Advisor
Manager, Facilities Services	Manager, Maintenance, Operations, and Transportation
Manager, Integrated Technology Client Services	Supervisor, Integrated Technology Client Services
Manager, Integrated Technology Network Services	Supervisor, Integrated Technology Network Services
Manager, Learning Analytics & Data Governance	Supervisor, Learning Analytics
Manager, Media & Integrated Technology Services Operations	Supervisor, Media & Integrated Technology Services Operations
Manager, Payroll - Districts	Payroll Manager
Network Analyst	Network Systems Technician
Payroll Specialist	Payroll Technician
Payroll/Retirement Audit Analyst	Payroll and Retirement Analyst
Personnel Commission Specialist	Personnel Commission Technician
Project Specialist, California State Preschool Program	Program Specialist
Project Specialist, Early Learning	
Project Specialist, Safe Routes to School	
Receptionist	Office Assistant
School Administrative Assistant	Administrative Assistant
Senior Accounting Assistant	Accounting Assistant
Senior Information Technology Analyst	Enterprise Systems Operations Analyst
Senior Network Analyst	Network Systems Administrator
Student Services Specialist	Data Specialist
Systems Analyst	Enterprise Systems Database Administrator

© 2024 Arthur J. Gallagher & Co.

Title changes are recommended to reflect the level and scope more clearly being performed, to consolidate work into broader categories that could be used SMCOE -wide, as well as establish consistency with the labor market and industry standards. Any compensation recommendations (detailed in Volume II) are not dependent upon a new title, but upon the market value as defined by job scope, level and responsibilities, and the qualifications required for successful job performance. All recommended position allocations are in Appendix I and the Class Concepts that define levels or responsibility aligned with titles can be found in Appendix III.

Reclassification

Reclassification recommendations are made for positions that are working out of class due to level and scope of work and/or job functions that have been added or removed from to those positions over time.

The study resulted in 10 incumbents, allocated to 10 classifications, to be reclassified, as noted in the table below. These recommendations are based on the individual positions interviewed. Not every incumbent in the current classification is recommended for a reclassification.

Table 2. Reclassification Recommendations

Current Classification Title	Proposed Classification Title
Administrative Assistant II	Administrative Technician
Coordinator, School Safety & Risk Prevention	Manager, School Safety & Risk Prevention
Custodial Maintenance Worker	Senior Custodial Maintenance Worker
Executive Assistant I, Confidential	Human Resources Technician
Financial Analyst	Senior Payroll And Retirement Analyst
Lead Custodial/Maintenance Worker	Custodial Maintenance Worker
Manager, SELPA	Program Specialist
Support Services Technician	Administrative Assistant
Project Specialist, EC Lang. D, Tobacco US	Program Manager
Telecommunications/Network Analyst	Network Systems Technician

New Classifications

The study resulted in six new classifications. We have found the administrative duties being performed throughout the Office of Education to include a technical level that warranted an Administrative Technician classification.

To accommodate changes in organizational structure and responsibilities SMCOE requested the development of a Senior Computer Technician, Supervisor, Fiscal Services, Supervisor Information Systems, District Business Services, and Transportation Supervisor classification descriptions. We also saw the need to create a management level in the Safe and Supportive Schools Program and developed the Manager, School Safety & Risk Prevention classification.

Classification Elimination

With the creation of the broad Program Manager and Program Specialist class descriptions there is no longer a need to justify the continuance of several program specific coordinator and project specialist classifications. Therefore, we are recommending that those classification be eliminated. Alternatively, with the creation of applications and enterprise specific technical classifications, the broad classifications of Information Technology Analyst and Senior Information Technology Analyst can also be eliminated.

© 2024 Arthur J. Gallagher & Co.

Conclusion

The revised classification descriptions serve as a general description of the work performed and provide a framework of the expectations of each position for the employee. Requests for the addition of new positions and classifications and/or reclassification of an existing position should follow established SMCOE policies and procedures. Any decisions related to the addition of new positions and classifications, reclassification of an existing position, and promotion of an existing position will depend on the needs and resources of SMCOE and the availability of work, as well as the ability of existing positions to meet the qualifications of and perform the duties of the higher-level class.

Finally, as mentioned previously, a classification plan is not a static, unchanging entity. The classification plan should be reviewed on a regular, on-going basis and may be amended or revised as required.

It has been a pleasure working with the Office of Education on this critical project. Please do not hesitate to contact us if we can provide any additional information or clarification regarding this report.

Respectfully submitted by,

Gallagher, Formerly Koff & Associates



Katie Kaneko
Managing Director, Compensation and Rewards Consulting
510.858.6678 Direct
510.658.5633 Main
katie_kaneko@ajg.com

Gallagher
ajg.com/ps-class-comp

© 2024 Arthur J. Gallagher & Co.

Appendix I

Recommended Position Allocations

© 2024 Arthur J. Gallagher & Co.

Gallagher

Insurance | Risk Management | Consulting

San Mateo County Office of Education
Appendix I: Allocation Listing
August, 2023

TITLE CHANGE
RECLASSIFICATION
NEW CLASS
TBD

LAST NAME	FIRST NAME	DEPARTMENT	CURRENT TITLE	RECOMMENDED TITLE	CLASS CONCEPT	ACTION
FELIX	TRICIA	CURRICULUM AND INSTRUCTION	ADMINISTRATIVE ASSISTANT I	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
PAE	SYLVIA	CURRICULUM AND INSTRUCTION	ADMINISTRATIVE ASSISTANT I	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
ARIZA VALENCIA	LUZ	EARLY LEARNING SUPPORT SERVICES	ADMINISTRATIVE ASSISTANT I	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
ARENAS	ELLEN	CURRICULUM AND INSTRUCTION	ADMINISTRATIVE ASSISTANT I	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
JOHNSON	IAN	EARLY LEARNING SUPPORT SERVICES	ADMINISTRATIVE ASSISTANT I	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
ARAUJO	SONIA	TEACHER AND ADMINISTRATOR DEVELOPMENT	ADMINISTRATIVE ASSISTANT I	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
HO	OSCAR	TEACHER AND ADMINISTRATOR DEVELOPMENT	ADMINISTRATIVE ASSISTANT I	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
MARTINEZ	VERONICA		ADMINISTRATIVE ASSISTANT I	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
POZZOBON	ROSEMARIE	EARLY LEARNING SUPPORT SERVICES	ADMINISTRATIVE ASSISTANT I - BILINGUAL	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
GERONIMO	ANTOINETTE	SAFE AND SUPPORTIVE SCHOOLS	ADMINISTRATIVE ASSISTANT II	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
MIRANDA	STEPHANIE	SAFE AND SUPPORTIVE SCHOOLS	ADMINISTRATIVE ASSISTANT II	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
LEE	AMANDA	COLLEGE, CAREER AND SECONDARY EDUCATION	ADMINISTRATIVE ASSISTANT II	ADMINISTRATIVE TECHNICIAN	TECHNICIAN	RECLASSIFICATION
PETTEY	ANNABEL	SYSTEMS FOR DISTRICT IMPROVEMENT	ADMINISTRATIVE ASSISTANT II	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
KAUR	HARBHAJAN	CURRICULUM AND INSTRUCTION	ADMINISTRATIVE ASSISTANT II	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
BAUTISTA	KATHRINA	SYSTEMS FOR DISTRICT IMPROVEMENT	ADMINISTRATIVE ASSISTANT II	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
GIOVANAZZI	TRICIA	TEACHER AND ADMINISTRATOR DEVELOPMENT	ADMINISTRATIVE ASSISTANT II	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
STURTEVANT	KATTIA	COLLEGE, CAREER AND SECONDARY EDUCATION	ADMINISTRATIVE ASSISTANT II	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
MAHONEY	RACHEL	COURT AND COMMUNITY SCHOOLS	ADMINISTRATIVE ASSISTANT II	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
CHAU	JUDY	SAFE AND SUPPORTIVE SCHOOLS	ADMINISTRATIVE ASSISTANT II	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
AIELLO	TERRI	COLLEGE, CAREER AND SECONDARY EDUCATION	ADMINISTRATIVE ASSISTANT III	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
LEE	MICHELLE	EARLY LEARNING SUPPORT SERVICES	ADMINISTRATIVE ASSISTANT III	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
MORALES-APONTE	CHRISTIAN	SPECIAL EDUCATION SERVICES	ADMINISTRATIVE ASSISTANT III	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
TRAN	MAY	SUPERINTENDENT'S OFFICE	ADMINISTRATIVE ASSISTANT III	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
LOOK	SARAH	HUMAN RESOURCES	ADMINISTRATIVE ASSISTANT III	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
FLORES-MACDONALD	LILIAN	SELPA (SP ED LOCAL PLAN AREA)	ADMINISTRATIVE ASSISTANT III	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
MATSUURA	JASMIN	SAFE AND SUPPORTIVE SCHOOLS	ADMINISTRATIVE ASSISTANT III	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
TAPIA	ELVIRA	SYSTEMS FOR DISTRICT IMPROVEMENT	ADMINISTRATIVE ASSISTANT III	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
SATO	DALMA	HUMAN RESOURCES	EXECUTIVE ASSISTANT I, CONFIDENTIAL	HUMAN RESOURCES TECHNICIAN	TECHNICIAN	RECLASSIFICATION
PETERSON	SHELENE	HUMAN RESOURCES	EXECUTIVE ASSISTANT II, CONFIDENTIAL	EXECUTIVE ASSISTANT - CONFIDENTIAL	STAFF	TITLE CHANGE
DINIS	NATASHA	EDUCATIONAL SERVICES DIVISION	EXECUTIVE ASSISTANT III, CONFIDENTIAL	EXECUTIVE ASSISTANT - CONFIDENTIAL		TITLE CHANGE
PERNA	JENNIFER	SUPERINTENDENT'S OFFICE	EXECUTIVE ASSISTANT III, CONFIDENTIAL	EXECUTIVE ASSISTANT	STAFF	TITLE CHANGE
WILLIAMS	KAREN	SUPERINTENDENT'S OFFICE	EXECUTIVE ASSISTANT IV	EXECUTIVE ASSISTANT TO THE SUPERINTENDENT	STAFF	TITLE CHANGE
SOTO	ANN	COURT AND COMMUNITY SCHOOLS	OFFICE ASSISTANT	OFFICE ASSISTANT	STAFF	NO CHANGE
SANDOVAL	ALMA	HUMAN RESOURCES	RECEPTIONIST	OFFICE ASSISTANT	STAFF	TITLE CHANGE
WONG	JAMES	SPECIAL ED. SERVICES K-12	SCHOOL ADMINISTRATIVE ASSISTANT	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE
ORDONEZ	ANNETTE	ECE & RELATED SERVICES/SPECIAL ED	SCHOOL ADMINISTRATIVE ASSISTANT	ADMINISTRATIVE ASSISTANT	STAFF	TITLE CHANGE



San Mateo County Office of Education
Appendix I: Allocation Listing
August, 2023

LAST NAME	FIRST NAME	DEPARTMENT	CURRENT TITLE	RECOMMENDED TITLE	CLASS CONCEPT	ACTION
YANEZ	MAGDALENA	SPECIAL ED. SERVICES K-12	BILINGUAL FAMILY COUNSELOR	BILINGUAL FAMILY COUNSELOR	PROFESSIONAL	NO CHANGE
CANALES	LAVINIA	SPECIAL ED. SERVICES K-12	BILINGUAL FAMILY COUNSELOR	BILINGUAL FAMILY COUNSELOR	PROFESSIONAL	NO CHANGE
SALAZAR	MIGUEL	COLLEGE, CAREER AND SECONDARY EDUCATION	HEALTH CARE SPECIALIST	HEALTH CARE SPECIALIST	SPECIALIST	NO CHANGE
BELL	JOANNE	SPECIAL ED. SERVICES K-12	ITINERANT PARAEDUCATOR, SPECIAL ED	ITINERANT PARAEDUCATOR, SPECIAL ED	STAFF	NO CHANGE
BIASCAN	AILYN	SPECIAL ED. SERVICES K-12	ITINERANT PARAEDUCATOR, SPECIAL ED	ITINERANT PARAEDUCATOR, SPECIAL ED	STAFF	NO CHANGE
DE LARA	LEILANI	SPECIAL ED. SERVICES K-12	ITINERANT PARAEDUCATOR, SPECIAL ED	ITINERANT PARAEDUCATOR, SPECIAL ED	STAFF	NO CHANGE
DONAIRE	FLORENDO	SPECIAL ED. SERVICES K-12	ITINERANT PARAEDUCATOR, SPECIAL ED	ITINERANT PARAEDUCATOR, SPECIAL ED	STAFF	NO CHANGE
ESTRADA	AMALIA	SPECIAL ED. SERVICES K-12	ITINERANT PARAEDUCATOR, SPECIAL ED	ITINERANT PARAEDUCATOR, SPECIAL ED	STAFF	NO CHANGE
ARELLANO	SILVIA	SPECIAL ED. SERVICES K-12	ITINERANT PARAEDUCATOR, SPECIAL ED	ITINERANT PARAEDUCATOR, SPECIAL ED	STAFF	NO CHANGE
BAKER	ANNETTE	SPECIAL ED. SERVICES K-12	ITINERANT PARAEDUCATOR, SPECIAL ED	ITINERANT PARAEDUCATOR, SPECIAL ED	STAFF	NO CHANGE
LUTZ	SALLY	SPECIAL ED. SERVICES K-12	ITINERANT PARAEDUCATOR, SPECIAL ED	ITINERANT PARAEDUCATOR, SPECIAL ED	STAFF	NO CHANGE
MORAN	OLGA	SPECIAL ED. SERVICES K-12	ITINERANT PARAEDUCATOR, SPECIAL ED	ITINERANT PARAEDUCATOR, SPECIAL ED	STAFF	NO CHANGE
RIVERA	CELINA	SPECIAL ED. SERVICES K-12	ITINERANT PARAEDUCATOR, SPECIAL ED	ITINERANT PARAEDUCATOR, SPECIAL ED	STAFF	NO CHANGE
RUGGERI	DELIA	SPECIAL ED. SERVICES K-12	ITINERANT PARAEDUCATOR, SPECIAL ED	ITINERANT PARAEDUCATOR, SPECIAL ED	STAFF	NO CHANGE
VEGA	ROSA	SPECIAL ED. SERVICES K-12	ITINERANT PARAEDUCATOR, SPECIAL ED	ITINERANT PARAEDUCATOR, SPECIAL ED	STAFF	NO CHANGE
CALALANG	TIRSO	SPECIAL ED. SERVICES K-12	ITINERANT PARAEDUCATOR, SPECIAL ED	ITINERANT PARAEDUCATOR, SPECIAL ED	STAFF	NO CHANGE
JOVER	ALMA	SPECIAL ED. SERVICES K-12	ITINERANT PARAEDUCATOR, SPECIAL ED	ITINERANT PARAEDUCATOR, SPECIAL ED	STAFF	NO CHANGE
LOS	MARY	SPECIAL ED. SERVICES K-12	ITINERANT PARAEDUCATOR, SPECIAL ED	ITINERANT PARAEDUCATOR, SPECIAL ED	STAFF	NO CHANGE
MCGOVERN	DEREK	OUTDOOR EDUCATION	NATURALIST	NATURALIST	STAFF	NO CHANGE
BATES	EMANUEL	COLLEGE, CAREER AND SECONDARY EDUCATION	NATURALIST	NATURALIST	STAFF	NO CHANGE
RICHARDSON	NEIL	COLLEGE, CAREER AND SECONDARY EDUCATION	NATURALIST	NATURALIST	STAFF	NO CHANGE
SEHL	BENJAMIN	COLLEGE, CAREER AND SECONDARY EDUCATION	NATURALIST	NATURALIST	STAFF	NO CHANGE
STACY	JOSHUA	COLLEGE, CAREER AND SECONDARY EDUCATION	NATURALIST	NATURALIST	STAFF	NO CHANGE
GALICIA	ALICIA	COMMUNITY SCHOOLS	PARAEDUCATOR, COURT/COMMUNITY	PARAEDUCATOR, COURT/COMMUNITY	STAFF	NO CHANGE
HOLLIDAY	MARY	COMMUNITY SCHOOLS	PARAEDUCATOR, COURT/COMMUNITY	PARAEDUCATOR, COURT/COMMUNITY	STAFF	NO CHANGE
ORTIZ	SARA	COMMUNITY SCHOOLS	PARAEDUCATOR, COURT/COMMUNITY	PARAEDUCATOR, COURT/COMMUNITY	STAFF	NO CHANGE
GIACOMAN CENTENO	JOSE	COURT SCHOOLS	PARAEDUCATOR, COURT/COMMUNITY	PARAEDUCATOR, COURT/COMMUNITY	STAFF	NO CHANGE
CANTILLER	MARIA	SPECIAL ED. SERVICES K-12	PARAEDUCATOR, SPECIAL EDUCATION	PARAEDUCATOR, SPECIAL EDUCATION	STAFF	NO CHANGE
DE LEON	RONALD	SPECIAL ED. SERVICES K-12	PARAEDUCATOR, SPECIAL EDUCATION	PARAEDUCATOR, SPECIAL EDUCATION	STAFF	NO CHANGE
PADILLA	MARK	SPECIAL ED. SERVICES K-12	PARAEDUCATOR, SPECIAL EDUCATION	PARAEDUCATOR, SPECIAL EDUCATION	STAFF	NO CHANGE
TESTA	JOY	SPECIAL ED. SERVICES K-12	PARAEDUCATOR, SPECIAL EDUCATION	PARAEDUCATOR, SPECIAL EDUCATION	STAFF	NO CHANGE
AVILES	ROSA	SPECIAL ED. SERVICES K-12	PARAEDUCATOR, SPECIAL EDUCATION	PARAEDUCATOR, SPECIAL EDUCATION	STAFF	NO CHANGE
JOHNSON	MARGARITA	SPECIAL ED. SERVICES K-12	PARAEDUCATOR, SPECIAL EDUCATION	PARAEDUCATOR, SPECIAL EDUCATION	STAFF	NO CHANGE
LEUNG	RHONDA	SPECIAL ED. SERVICES K-12	PARAEDUCATOR, SPECIAL EDUCATION	PARAEDUCATOR, SPECIAL EDUCATION	STAFF	NO CHANGE
DIFUNTORUM	GENE	SPECIAL ED. SERVICES K-12	PARAEDUCATOR, SPECIAL EDUCATION	PARAEDUCATOR, SPECIAL EDUCATION	STAFF	NO CHANGE
IGNACIO	ESMERALDA	SPECIAL ED. SERVICES K-12	PARAEDUCATOR, SPECIAL EDUCATION	PARAEDUCATOR, SPECIAL EDUCATION	STAFF	NO CHANGE
KASIM	MUNA	SPECIAL ED. SERVICES K-12	PARAEDUCATOR, SPECIAL EDUCATION	PARAEDUCATOR, SPECIAL EDUCATION	STAFF	NO CHANGE
MCNAB	DONALD	SPECIAL ED. SERVICES K-12	PARAEDUCATOR, SPECIAL EDUCATION	PARAEDUCATOR, SPECIAL EDUCATION	STAFF	NO CHANGE
TROUTT	MICHAEL	SPECIAL ED. SERVICES K-12	PARAEDUCATOR, SPECIAL EDUCATION	PARAEDUCATOR, SPECIAL EDUCATION	STAFF	NO CHANGE
YANCE	EDWIN	SPECIAL ED. SERVICES K-12	PARAEDUCATOR, SPECIAL EDUCATION	PARAEDUCATOR, SPECIAL EDUCATION	STAFF	NO CHANGE
PRO	VERONICA	SPECIAL ED. SERVICES K-12	REGISTERED BEHAVIOR TECHNICIAN	REGISTERED BEHAVIOR TECHNICIAN	TECHNICIAN	NO CHANGE
ANDERSON	DYONI	SPECIAL ED. SERVICES K-12	REGISTERED BEHAVIOR TECHNICIAN	REGISTERED BEHAVIOR TECHNICIAN	TECHNICIAN	NO CHANGE
MOORE	KERI	SPECIAL ED. SERVICES K-12	REGISTERED BEHAVIOR TECHNICIAN	REGISTERED BEHAVIOR TECHNICIAN	TECHNICIAN	NO CHANGE
MULLER	DAVID	TRANSPORTATION	SCHOOL BUS DRIVER	SCHOOL BUS DRIVER	STAFF	NO CHANGE
MUNOZ	TERESA	TRANSPORTATION	SCHOOL BUS DRIVER	SCHOOL BUS DRIVER	STAFF	NO CHANGE
ORDENANA	OTILIO	TRANSPORTATION	SCHOOL BUS DRIVER	SCHOOL BUS DRIVER	STAFF	NO CHANGE
GOLOS	ANNA	COLLEGE, CAREER AND SECONDARY EDUCATION	SENIOR NATURALIST	SENIOR NATURALIST	SPECIALIST	NO CHANGE
AGUILAR	SONIA	EARLY CHILDHOOD EDUCATION	SPECIAL ED. PARAEDUCATOR, HEARING IMPAIRED	SPECIAL ED. PARAEDUCATOR, HEARING IMPAIRED	STAFF	NO CHANGE
WILLIAMS	LESLEY	EARLY CHILDHOOD EDUCATION	SPECIAL ED. PARAEDUCATOR, HEARING IMPAIRED	SPECIAL ED. PARAEDUCATOR, HEARING IMPAIRED	STAFF	NO CHANGE
CHAN	ANNIE	RELATED SERVICES	TRAINING PLACEMENT ASSISTANT	TRAINING PLACEMENT ASSISTANT	STAFF	NO CHANGE
CANTILLER	CORA		PARAEDUCATOR, SPECIAL EDUCATION	PARAEDUCATOR, SPECIAL EDUCATION	STAFF	NO CHANGE



San Mateo County Office of Education
Appendix I: Allocation Listing
August, 2023

NO CHANGE
TITLE CHANGE
RECLASSIFICATION
NEW CLASS
TBD

LAST NAME	FIRST NAME	DEPARTMENT	CURRENT TITLE	RECOMMENDED TITLE	CLASS CONCEPT	ACTION
YANG	JANE (XIAO-FAN)	HUMAN RESOURCES	BENEFITS ANALYST	BENEFITS ANALYST	PROFESSIONAL	NO CHANGE
KINAHAN	SARAH	EARLY LEARNING SUPPORT SERVICES	COORDINATOR, CHILD CARE PARTNERSHIP COUNCIL	PROGRAM MANAGER	PROGRAM MANAGER	TITLE CHANGE
ANSARI	SOODABEH "SOODIE"	EARLY LEARNING SUPPORT SERVICES	COORDINATOR, EARLY LEARNING DUAL LANGUAGE SUPPORT	PROGRAM MANAGER	PROGRAM MANAGER	TITLE CHANGE
HARLICK	DIANA	EARLY LEARNING SUPPORT SERVICES	COORDINATOR, EARLY LEARNING QUALITY IMPROVEMENT INITIATIVES	PROGRAM MANAGER	PROGRAM MANAGER	TITLE CHANGE
MENEZES	EDIRLE	EARLY LEARNING SUPPORT SERVICES	COORDINATOR, EARLY LEARNING QUALITY IMPROVEMENT INITIATIVES	PROGRAM MANAGER	PROGRAM MANAGER	TITLE CHANGE
HENRICKS	MASON	SAFE AND SUPPORTIVE SCHOOLS	COORDINATOR, SCHOOL SAFETY & RISK PREVENTION	MANAGER, SCHOOL SAFETY & RISK PREVENTION	PROGRAM MANAGER	RECLASSIFICATION
BONNEVIE	JANEEN	HUMAN RESOURCES	CREDENTIALS ANALYST	CREDENTIALS ANALYST	PROFESSIONAL	NO CHANGE
DEL CARPIO	JEREMY	CURRICULUM AND INSTRUCTION	EDUCATIONAL DATA ANALYST	EDUCATIONAL DATA ANALYST	PROFESSIONAL	NO CHANGE
SATTERFIELD	SAMUEL	CURRICULUM AND INSTRUCTION	EDUCATIONAL DATA ANALYST	EDUCATIONAL DATA ANALYST	PROFESSIONAL	NO CHANGE
YANG	LIHUA	CURRICULUM AND INSTRUCTION	EDUCATIONAL DATA ANALYST	EDUCATIONAL DATA ANALYST	PROFESSIONAL	NO CHANGE
LOVE	PATRICIA ANN	STRATEGY AND COMMUNICATIONS	EXECUTIVE DIRECTOR, STRATEGY & COMMUNICATIONS	EXECUTIVE DIRECTOR, STRATEGY & COMMUNICATIONS	EXECUTIVE DIRECTOR	NO CHANGE
EDER	ANNALISE	SUPERINTENDENT'S OFFICE	GREEN FACILITIES ANALYST	SUSTAINABILITY ANALYST	PROFESSIONAL	TITLE CHANGE
CHIEN	YUNG-HUI	CURRICULUM AND INSTRUCTION	MANAGER, LEARNING ANALYTICS & DATA GOVERNANCE	SUPERVISOR, LEARNING ANALYTICS	SUPERVISOR	TITLE CHANGE
KING-DAVIDOW	NATASHA	SELPA (SP ED LOCAL PLAN AREA)	MANAGER, SELPA	PROGRAM SPECIALIST	SPECIALIST	RECLASSIFICATION
CHAN	SHERYL	EARLY LEARNING SUPPORT SERVICES	MANAGER, STATE PRESCHOOL PROGRAM	MANAGER, STATE PRESCHOOL PROGRAM	PROGRAM MANAGER	NO CHANGE
HOPKINS	SARA	STRATEGY AND COMMUNICATIONS	MULTIMEDIA DESIGNER	MULTIMEDIA DESIGNER	PROFESSIONAL	NO CHANGE
KINTANAR	LYCETTE	PERSONNEL COMMISSION SERVICES	PERSONNEL COMMISSION ANALYST	PERSONNEL COMMISSION ANALYST	PROFESSIONAL	NO CHANGE
YURIAR	DONNA	EARLY LEARNING SUPPORT SERVICES	PROJECT SPECIALIST, CALIF STATE PRESCHOOL PROGRAM	PROGRAM SPECIALIST	PROFESSIONAL	TITLE CHANGE
BURNETT	ANDREA	EARLY LEARNING SUPPORT SERVICES	PROJECT SPECIALIST, EARLY LEAR	PROGRAM SPECIALIST	PROFESSIONAL	TITLE CHANGE
DU	KARINA	EARLY LEARNING SUPPORT SERVICES	PROJECT SPECIALIST, EARLY LEAR	PROGRAM SPECIALIST	PROFESSIONAL	TITLE CHANGE
IRANI	JOY	EARLY LEARNING SUPPORT SERVICES	PROJECT SPECIALIST, EARLY LEAR	PROGRAM SPECIALIST	PROFESSIONAL	TITLE CHANGE
RODRIGUEZ	MIRZA	SAFE AND SUPPORTIVE SCHOOLS	PROJECT SPECIALIST, EC LANG. D, TOBACCO US	PROGRAM MANAGER	PROFESSIONAL	RECLASSIFICATION
GARDE	NINA	SAFE AND SUPPORTIVE SCHOOLS	PROJECT SPECIALIST, SAFE ROUTE	PROGRAM SPECIALIST	PROFESSIONAL	TITLE CHANGE
TON	ANNE	STRATEGY AND COMMUNICATIONS	PUBLIC COMMUNICATIONS SPECIALIST	PUBLIC COMMUNICATIONS SPECIALIST	PROFESSIONAL	NO CHANGE
FLATT	VALERIE	HUMAN RESOURCES	SENIOR CREDENTIALS ANALYST	SENIOR CREDENTIALS ANALYST	PROFESSIONAL	NO CHANGE
MARTINEZ	VERONICA	EARLY LEARNING SUPPORT SERVICES	STUDENT SERVICES SPECIALIST	DATA SPECIALIST	SPECIALIST	TITLE CHANGE
OBINA	EUGENIE	SELPA (SP ED LOCAL PLAN AREA)	STUDENT SERVICES SPECIALIST	DATA SPECIALIST	SPECIALIST	TITLE CHANGE
LEIGHT	SARAH	SPECIAL EDUCATION SERVICES	STUDENT SERVICES SPECIALIST	DATA SPECIALIST	SPECIALIST	TITLE CHANGE
LOPEZ	JOAQUIN "JAY"	TRANSPORTATION	SUPPORT SERVICES TECHNICIAN	ADMINISTRATIVE ASSISTANT	TECHNICIAN	RECLASSIFICATION
ALLEN	SELAH	TRANSPORTATION	TRANSPORTATION SCHEDULER	TRANSPORTATION SCHEDULER	COORDINATOR	NO CHANGE
PEREZ	RANDALL "RANDY"		EXECUTIVE DIRECTOR, PERSONNEL COMMISSION	EXECUTIVE DIRECTOR,PERSONNEL COMMISSION		NO CHANGE
NEW				TRANSPORTATION SUPERVISOR	SUPERVISOR	NEW CLASS
			PERSONNEL COMMISSION SPECIALIST	PERSONNEL COMMISSION TECHNICIAN		TITLE CHANGE



San Mateo County Office of Education
Appendix I: Allocation Listing
August, 2023

NO CHANGE
TITLE CHANGE
RECLASSIFICATION
NEW CLASS
TBD

LAST NAME	FIRST NAME	DEPARTMENT	CURRENT TITLE	RECOMMENDED TITLE	CLASS CONCEPT	ACTION
FREI	LUKAS	DISTRICT BUSINESS SERVICES	ACCOUNTANT	ACCOUNTANT	PROFESSIONAL	NO CHANGE
PEREZ	GEORGINA	INTERNAL BUSINESS SERVICES	ACCOUNTANT	ACCOUNTANT	PROFESSIONAL	NO CHANGE
MOUTON	LAURIENE	INTERNAL BUSINESS SERVICES	SENIOR ACCOUNTING ASSISTANT	ACCOUNTING ASSISTANT	STAFF	TITLE CHANGE
CANTILLER	ELMARIE	DISTRICT BUSINESS SERVICES	SENIOR ACCOUNTING ASSISTANT	ACCOUNTING ASSISTANT	STAFF	TITLE CHANGE
LI	ALEXANDER	INTERNAL BUSINESS SERVICES	SENIOR ACCOUNTING ASSISTANT	ACCOUNTING ASSISTANT	STAFF	TITLE CHANGE
SORENSEN	LILYA	INTERNAL BUSINESS SERVICES	ACCOUNTING TECHNICIAN	ACCOUNTING TECHNICIAN	TECHNICIAN	NO CHANGE
MON	AYE	DISTRICT BUSINESS SERVICES	ACCOUNTING TECHNICIAN	ACCOUNTING TECHNICIAN	TECHNICIAN	NO CHANGE
VEU	TAUFUA	FACILITIES SERVICES	SUPPORT SERVICES TECHNICIAN	ADMINISTRATIVE ASSISTANT	STAFF	RECLASSIFICATION
BATERINA	BRIAN	DISTRICT BUSINESS SERVICES	COORDINATOR, INFORMATION SYSTEMS	COORDINATOR, BUSINESS SYSTEMS	SPECIALIST	TITLE CHANGE
ZHANG	LINGQI	DISTRICT BUSINESS SERVICES	COORDINATOR, INFORMATION SYSTEMS	COORDINATOR, BUSINESS SYSTEMS	SPECIALIST	TITLE CHANGE
BRUCE	JAMES	FACILITIES SERVICES	CUSTODIAL MAINTENANCE WORKER	CUSTODIAL MAINTENANCE WORKER	STAFF	NO CHANGE
GRAY	JAYSON	FACILITIES SERVICES	CUSTODIAL MAINTENANCE WORKER	CUSTODIAL MAINTENANCE WORKER	STAFF	NO CHANGE
BATES	JON	FACILITIES SERVICES	CUSTODIAL MAINTENANCE WORKER	CUSTODIAL MAINTENANCE WORKER	STAFF	NO CHANGE
BLACKBURN	PAUL	FACILITIES SERVICES	CUSTODIAL MAINTENANCE WORKER	CUSTODIAL MAINTENANCE WORKER	STAFF	NO CHANGE
BUTLER	PAUL	FACILITIES SERVICES	CUSTODIAL MAINTENANCE WORKER	CUSTODIAL MAINTENANCE WORKER	STAFF	NO CHANGE
FOCHTMAN	JUSTIN	FACILITIES SERVICES	CUSTODIAL MAINTENANCE WORKER	CUSTODIAL MAINTENANCE WORKER	STAFF	NO CHANGE
MALDONADO	ANTHONY	FACILITIES SERVICES	CUSTODIAL MAINTENANCE WORKER	CUSTODIAL MAINTENANCE WORKER	STAFF	NO CHANGE
SCOTT	CHARLES	FACILITIES SERVICES	CUSTODIAL MAINTENANCE WORKER	CUSTODIAL MAINTENANCE WORKER	STAFF	NO CHANGE
CANALES HUEZO	GUSTAVO	EARLY CHILDHOOD EDUCATION	LEAD CUSTODIAL/MAINTENANCE WORKER	CUSTODIAL MAINTENANCE WORKER	STAFF	RECLASSIFICATION
BULTEMA	KEVIN	BUSINESS SERVICES DIVISION	DEPUTY SUPERINTENDENT, BUSINESS SERVICES	DEPUTY SUPERINTENDENT, BUSINESS SERVICES		NO CHANGE
KWOK	DORIS	DISTRICT BUSINESS SERVICES	DIRECTOR, DISTRICT BUSINESS SERVICES	DIRECTOR, DISTRICT BUSINESS SERVICES	DIVISION MANAGER	NO CHANGE
CORPUZ	JEAN	BUSINESS SERVICES DIVISION	EXECUTIVE ASSISTANT II, CONFIDENTIAL	EXECUTIVE ASSISTANT-CONFIDENTIAL	STAFF	NO CHANGE
RICHARD	WENDY	DISTRICT BUSINESS SERVICES	EXECUTIVE DIRECTOR, DISTRICT BUSINESS SERVICES	EXECUTIVE DIRECTOR, DISTRICT BUSINESS SERVICES	DEPARTMENT HEAD	NO CHANGE
MANIO	MARIA	INTERNAL BUSINESS SERVICES	EXECUTIVE DIRECTOR, INTERNAL BUSINESS SERVICES	EXECUTIVE DIRECTOR, INTERNAL BUSINESS SERVICES	DEPARTMENT HEAD	NO CHANGE
D'AMATO	FRANCESCA	DISTRICT BUSINESS SERVICES	FINANCIAL ANALYST	FINANCIAL ANALYST	PROFESSIONAL	NO CHANGE
KIM	SOO	DISTRICT BUSINESS SERVICES	FINANCIAL ANALYST	FINANCIAL ANALYST	PROFESSIONAL	NO CHANGE
MAI	TERI	DISTRICT BUSINESS SERVICES	FINANCIAL ANALYST	FINANCIAL ANALYST	PROFESSIONAL	NO CHANGE
REYES-WITHERSPOON	LOIDA	DISTRICT BUSINESS SERVICES	FINANCIAL ANALYST	FINANCIAL ANALYST	PROFESSIONAL	NO CHANGE
CHAVEZ VIDAL	VANESSA	INTERNAL BUSINESS SERVICES	FINANCIAL ANALYST	FINANCIAL ANALYST	PROFESSIONAL	NO CHANGE
MA	ZIWEN	INTERNAL BUSINESS SERVICES	FINANCIAL ANALYST	FINANCIAL ANALYST	PROFESSIONAL	NO CHANGE
REYES	MARIAN	INTERNAL BUSINESS SERVICES	MANAGER, FISCAL SERVICES	FISCAL SERVICES MANAGER	SUPERVISOR	NO CHANGE
SHELDON JR	THOMAS	FACILITIES SERVICES	FACILITIES SERVICES ASSISTANT	GENERAL SERVICES ASSISTANT	STAFF	NO CHANGE
MENDOZA	PABLO	FACILITIES SERVICES	DELIVERY DRIVER	MAIL SERVICES DRIVER	STAFF	TITLE CHANGE
PENNES	KATHRYN	FACILITIES SERVICES	DELIVERY DRIVER	MAIL SERVICES DRIVER	STAFF	TITLE CHANGE
MALDONADO	RICHARD	FACILITIES SERVICES	MANAGER, FACILITIES SERVICES	MANAGER, MAINTENANCE, OPERATIONS, AND TRANSPORTATION		TITLE CHANGE
CAMPAGNA	HEATHER	DISTRICT BUSINESS SERVICES	PAYROLL/RETIREMENT AUDIT ANALYST	PAYROLL AND RETIREMENT ANALYST	SPECIALIST	TITLE CHANGE
NGUYEN	ELIZABETH	DISTRICT BUSINESS SERVICES	PAYROLL/RETIREMENT AUDIT ANALYST	PAYROLL AND RETIREMENT ANALYST	SPECIALIST	TITLE CHANGE

Gallagher

Insurance | Risk Management | Consulting

San Mateo County Office of Education
Appendix I: Allocation Listing
August, 2023

NO CHANGE
TITLE CHANGE
RECLASSIFICATION
NEW CLASS
TBD

LAST NAME	FIRST NAME	DEPARTMENT	CURRENT TITLE	RECOMMENDED TITLE	CLASS CONCEPT	ACTION
MARTINEZ	CHRISTINE	DISTRICT BUSINESS SERVICES	PAYROLL/RETIREMENT AUDIT ANALYST	PAYROLL AND RETIREMENT ANALYST	SPECIALIST	TITLE CHANGE
KROEGER	FAITH	DISTRICT BUSINESS SERVICES	MANAGER, PAYROLL - DISTRICTS	PAYROLL MANAGER	SUPERVISOR	TITLE CHANGE
HICKMAN	DIANE	INTERNAL BUSINESS SERVICES	PAYROLL SPECIALIST	PAYROLL TECHNICIAN	TECHNICIAN	TITLE CHANGE
HO	SPRING	INTERNAL BUSINESS SERVICES	PAYROLL SPECIALIST	PAYROLL TECHNICIAN	TECHNICIAN	TITLE CHANGE
RACHAL	MICHAEL	FACILITIES SERVICES	CUSTODIAL MAINTENANCE WORKER	SENIOR CUSTODIAL MAINTENANCE WORKER	STAFF	RECLASSIFICATION
BOWMAN	ROSALIE	DISTRICT BUSINESS SERVICES	MANAGER, DISTRICT BUSINESS SERVICES	SENIOR DISTRICT BUSINESS ADVISOR	PROFESSIONAL	TITLE CHANGE
SINGH	VINITA	DISTRICT BUSINESS SERVICES	MANAGER, DISTRICT BUSINESS SERVICES	SENIOR DISTRICT BUSINESS ADVISOR	PROFESSIONAL	TITLE CHANGE
(CRUZ)	LALAINE	DISTRICT BUSINESS SERVICES	FINANCIAL ANALYST	SENIOR PAYROLL/RETIREMENT ANALYST	SPECIALIST	RECLASSIFICATION
VACANT		INTERNAL BUSINESS SERVICES		SUPERVISOR, FISCAL SERVICES		NEW CLASS
VACANT		DISTRICT BUSINESS SERVICES		SUPERVISOR INFORMATION SYSTEMS, DISTRICT BUSINESS SERVICES		NEW CLASS



San Mateo County Office of Education
Appendix I: Allocation Listing
August, 2023

NO CHANGE
TITLE CHANGE
RECLASSIFICATION
NEW CLASS
TBD

LAST NAME	FIRST NAME	DEPARTMENT	CURRENT TITLE	RECOMMENDED TITLE	CLASS CONCEPT	ACTION
OWENS	LORRIE	INFORMATION TECHNOLOGY SERVICES	CHIEF TECHNOLOGY OFFICER	CHIEF TECHNOLOGY OFFICER	EXECUTIVE DIRECTOR	NO CHANGE
SULTANA (KHAN)	RAFIA	INFORMATION TECHNOLOGY SERVICES	COMPUTER OPERATOR	ENTERPRISE SYSTEMS ASSISTANT	STAFF	TITLE CHANGE
	NEW	INFORMATION TECHNOLOGY SERVICES		SENIOR COMPUTER TECHNICIAN	STAFF	NEW CLASS
FAHIMI	KAMRAN	INFORMATION TECHNOLOGY SERVICES	COMPUTER/NETWORK TECHNICIAN	COMPUTER TECHNICIAN	STAFF	TITLE CHANGE
TOM	CLARISSA	INFORMATION TECHNOLOGY SERVICES	COORDINATOR, INFORMATION SYSTEMS	COORDINATOR, APPLICATIONS SUPPORT	SPECIALIST	NO CHANGE
BHANDARI	PRABIN	INFORMATION TECHNOLOGY SERVICES	COORDINATOR, INFORMATION SYSTEMS	COORDINATOR, ENTERPRISE SYSTEM	SPECIALIST	NO CHANGE
CAZANIS	PETER	INFORMATION TECHNOLOGY SERVICES	COORDINATOR, INFORMATION SYSTEMS	COORDINATOR, CYBERSECURITY	SPECIALIST	TITLE CHANGE
PENAFLOR	JENILEE KRYSTLE	INFORMATION TECHNOLOGY SERVICES	COORDINATOR, INFORMATION SYSTEMS	COORDINATOR, SYSTEMS INTEGRATION	SPECIALIST	NO CHANGE
RADOC	MERVYN	INFORMATION TECHNOLOGY SERVICES	INFORMATION TECHNOLOGY ANALYST	APPLICATIONS SUPPORT TECHNICIAN	TECHNICIAN	TITLE CHANGE
KOLESNIKOV	RINA	INFORMATION TECHNOLOGY SERVICES	INFORMATION TECHNOLOGY PROJECT OPERATIONS ANALYST	INTEGRATED TECHNOLOGY SERVICES OPERATIONS TECHNICIAN	TECHNICIAN	TITLE CHANGE
JONES	ZACKERY	INFORMATION TECHNOLOGY SERVICES	MEDIA ANALYST	MEDIA ANALYST	SPECIALIST	NO CHANGE
HERNANDEZ	ERIC	INFORMATION TECHNOLOGY SERVICES	NETWORK ANALYST	NETWORK SYSTEMS TECHNICIAN	TECHNICIAN	TITLE CHANGE
FUERTES	ROBERT	INFORMATION TECHNOLOGY SERVICES	NETWORK ENGINEER	NETWORK ENGINEER	SPECIALIST	NO CHANGE
ALBUYEH	BIJAN	INFORMATION TECHNOLOGY SERVICES	PROGRAMMER/ANALYST	PROGRAMMER/ANALYST	SPECIALIST	NO CHANGE
MANZANARES	CYNTHIA	INFORMATION TECHNOLOGY SERVICES	SENIOR INFORMATION TECHNOLOGY ANALYST	ENTERPRISE SYSTEMS OPERATIONS ANALYST	SPECIALIST	TITLE CHANGE
SAW	RYAN	INFORMATION TECHNOLOGY SERVICES	SENIOR NETWORK ANALYST	NETWORK SYSTEMS ADMINISTRATOR	SPECIALIST	TITLE CHANGE
CHOU	DIANA	INFORMATION TECHNOLOGY SERVICES	SYSTEMS ANALYST	ENTERPRISE SYSTEMS DATABASE ADMINISTRATOR	SPECIALIST	TITLE CHANGE
BARRIOS	LEOGIE	INFORMATION TECHNOLOGY SERVICES	AUDIO/VISUAL & MEDIA SUPPORT TECHNICIAN	AUDIO/VISUAL & MEDIA SUPPORT TECHNICIAN	TECHNICIAN	NO CHANGE
HENRIQUEZ TANT	CHRISTIAN	INFORMATION TECHNOLOGY SERVICES	COMPUTER/NETWORK TECHNICIAN	COMPUTER TECHNICIAN	STAFF	TITLE CHANGE
KALIFE	EDMUND	INFORMATION TECHNOLOGY SERVICES	COMPUTER/NETWORK TECHNICIAN	COMPUTER TECHNICIAN	STAFF	TITLE CHANGE
VACANT			COMPUTER/NETWORK TECHNICIAN	COMPUTER TECHNICIAN	STAFF	TITLE CHANGE
UNNI	DHANYA	INFORMATION TECHNOLOGY SERVICES	DIRECTOR, INTEGRATED TECHNOLOGY SUPPORT	DIRECTOR, INTEGRATED TECHNOLOGY SUPPORT	MANAGER	NO CHANGE
SENDINO	NELSON	INFORMATION TECHNOLOGY SERVICES	MANAGER, INTEGRATED TECHNOLOGY CLIENT SERVICES	SUPERVISOR, INTEGRATED TECHNOLOGY CLIENT SERVICES	SUPERVISOR	TITLE CHANGE
ONTIVEROS	ERNESTO	INFORMATION TECHNOLOGY SERVICES	MANAGER, INTEGRATED TECHNOLOGY NETWORK SERVICES	SUPERVISOR, INTEGRATED TECHNOLOGY NETWORK SERVICES	SUPERVISOR	TITLE CHANGE
TAKAHASHI	JAE	INFORMATION TECHNOLOGY SERVICES	MANAGER, MEDIA & INTEGRATED TECHNOLOGY SERVICES OPERATIONS	SUPERVISOR, MEDIA & INTEGRATED TECHNOLOGY SERVICES OPERATIONS	SUPERVISOR	TITLE CHANGE
WILSON	BRIAN	INFORMATION TECHNOLOGY SERVICES	TELECOMMUNICATIONS/NETWORK ANALYST	NETWORK SYSTEMS TECHNICIAN	TECHNICIAN	RECLASSIFICATION

Appendix II

New Classification Descriptions

© 2024 Arthur J. Gallagher & Co.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

January 2024
FLSA: Non-Exempt

ACCOUNTANT

DEFINITION

Under direction, performs a variety of professional tasks in support of assigned County Office of Education's (Office) accounting systems which may include school districts, charter schools and other related agencies; plans, reviews, coordinates, and participates in the input and maintenance of accounting, fiscal and statistical data and records; researches and analyzes financial transactions to resolve problems; prepares financial reports in support of budgetary and financial activity analysis; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing professional duties in support of related accounting functions. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of professional tasks in support of assigned Office's accounting systems which may include school districts, charter schools and other related agencies; plans, reviews, coordinates, and participates in the input and maintenance of accounting, payroll, fiscal and statistical data and records.
- Assists in monitoring and verifying various accounts, availability of funds, and classification of expenditures; maintains and reconciles a variety of ledgers, funds, and accounts; inputs, reviews, and/or approves financial transactions, deposits, interfund transfers, and budget transfers; corrects financial records as necessary.
- Researches and analyzes financial transactions to resolve problems; audits, monitors and evaluates the financial records of the assigned area of responsibility; requests, receives, reviews and reconciles related reports to audit and monitor expenditures.
- Prepares financial reports in support of budgetary and financial activity analysis including income and expenditures financial reports and a variety of reports mandated by state and federal agencies; verifies and reviews state principal apportionment calculations; audits financial activity against the approved budget; develops related recommendations as appropriate.

- Processes account payable and banking transactions, including reviewing and/or approving invoice payments; prepares cash reconciliation of funds.
- Develops, manages, and/or assists with orientation and/or in-service programs regarding budget development, expenditure control, disbursement procedures, and other related fiscal matters.
- Manages and/or monitors financial activities related to special projects which may include capital improvement projects, programs, and reports as assigned; maintains records and documentation as needed.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in accounting, finance, or a related field; and

- Two (2) years of professional accounting experience.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Accounting practices, procedures, concepts, and terminology.
- Generally accepted Accounting, auditing, financial analysis, and budget principles and procedures and their application to a variety of accounting transactions and problems.
- General principles and practices of data processing and its applicability to accounting operations.
- Business arithmetic and financial and statistical techniques.
- Principles and practices of data collection, recordkeeping, and report preparation.
- Recordkeeping principles and procedures.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Review, analyze, record and document a diverse range of financial transactions.
- Audit, reconcile and balance bank statements.
- Audit and verify financial transactions.

- Analyze financial data and draw sound conclusions.
- Prepare clear, complete, and concise financial statements and reports.
- Make accurate arithmetic and financial computations.
- Verify, reconcile, balance, audit, and adjust assigned funds and accounts.
- Maintain and verify records and financial data accurately and timely.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

August 2024
FLSA: Non-Exempt

ACCOUNTING ASSISTANT

DEFINITION

Under general supervision, performs a variety of clerical accounting support in the preparation, processing, and maintenance of accounting and/or financial records; reviews, processes, and/or prepares purchase requisitions, purchase orders, invoices, and other related items according to prescribed policy and procedures; posts and/or reconciles financial transactions to accounts or journals or ledgers; makes arithmetical calculations and verifies totals; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing clerical duties in support of related accounting functions. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of clerical accounting support in the preparation, processing, and maintenance of accounting and/or financial records.
- Reviews, processes, and/or prepares purchase requisitions, purchase orders, invoices, and other related items according to prescribed policy and procedures; receives, assembles, and reviews related appropriate documentation and requests additional information as needed; distributes as related items as directed.
- Posts and/or reconciles financial transactions to accounts or journals or ledgers.
- Makes arithmetical calculations and verifies totals; checks arithmetical accuracy of claims, expenses, reimbursements, or deposits; checks and corrects accounts or numerical records for arithmetical errors or proper coding.
- Prepares documentation for payment; confers with appropriate parties as necessary; enters and verifies data into the appropriate financial system to produce payment; prepares payments for mailing/transfer and files copies with backup.
- Sorts and distributes incoming mail and related checks; verifies, processes, and resolves any issues.
- Enters and maintains a variety of fiscally related information into databases, systems, and/or spreadsheets; maintains fiscal records and files.
- Performs general clerical duties, which may include preparing routine correspondence and/or

mailings; maintaining office supplies and assisting in scheduling department calendars; filing and/or performing other related activities.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth (12th) grade supplemented by college level coursework in accounting, or a related field; and

- Two (2) years of clerical accounting experience.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Basic accounting practices, procedures and terminology.
- Business arithmetic and basic financial and statistical techniques.
- Use and processing of requisitions, purchase orders, invoices and related documents.
- Recordkeeping principles and procedures.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language to effectively perform the work.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform accounting support work for various accounts and functions including accounts payable and accounts receivable accurately and in a timely manner.
- Make accurate arithmetic and financial computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Interpret and review accounting and/or financial information to identify discrepancies and find solutions.
- Maintain and verify records and financial data accurately and timely.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.

- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, to effectively perform the work.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

January 2024
FLSA: Non-Exempt

ACCOUNTING TECHNICIAN

DEFINITION

Under general supervision, performs a variety of technical accounting duties in support of assigned accounts, funds and budgets; reviews, prepares, evaluates, and revises related financial and/or accounting statements, data, records and reports; inputs, processes, and updates a variety of financial and statistical data in appropriate financial systems; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of related accounting functions. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of technical accounting duties in support of assigned accounts, funds and budgets; receives, processes, verifies, audits and maintains financial forms and documents; reviews, adjusts, and maintains related journal entries.
- Inputs, processes, and updates a variety of financial and statistical data in appropriate financial systems; establishes and maintains automated records and files; initiates queries, develops and maintains spreadsheets, and prepares various related reports, statements and documents including State-mandated reports.
- Reviews, prepares, evaluates, and revises related financial and/or accounting statements, data, records and reports to ensure accuracy, completeness and compliance with established guidelines, rules, regulations, procedures and standards; identifies, investigates, and resolves discrepancies; balances, audits, and adjusts accounts.
- Monitors, evaluates, reconciles, and maintains assigned accounts.
- Prepares, posts, and audits invoices; verifies compliance with established policies and procedures.
- Processes accounts receivable as assigned; receives, sorts, codes, matches and posts check deposits, deposit permits and journals as required; audits, balances and prepares deposits as assigned; processes returned and cancelled checks for posting and distribution.
- Provides technical assistance to staff concerning assigned accounting functions; responds to inquiries, resolves issues and discrepancies and provides technical information and documentation.

- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to an associate degree from an accredited college or university in accounting, finance, or a related field; and

- Three (3) years of technical accounting experience in reconciliation, recordkeeping, and accounting support activities.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Accounting practices, procedures, concepts, and terminology.
- Business arithmetic and financial and statistical techniques.
- Principles and practices of data collection, recordkeeping, and report preparation.
- Recordkeeping principles and procedures.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform technical accounting work for various accounts and functions including accounts payable and accounts receivable accurately and in a timely manner.
- Prepare, review, verify, and process financial transactions and documents.
- Make accurate arithmetic and financial computations.
- Verify, reconcile, balance, audit, and adjust assigned funds and accounts.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Interpret and review accounting and/or financial information to identify discrepancies and find solutions.
- Maintain and verify records and financial data accurately and timely.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.

- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, to effectively perform the work.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

May 2024
FLSA: Non-Exempt

ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, provides administrative support for assigned programs, management, and departmental staff; performs daily administrative activities of an assigned department, division or program(s) to ensure efficient and effective operations; provides customer service to County Office of Education staff and the general public over the phone, in person or via email; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management and supervisory personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the journey-level classification in the administrative support series. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Administrative Technician in that the latter performs the more complex work assigned to the series that requires in depth technical knowledge and skill.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides administrative support for assigned program(s), management, and departmental staff; acts as a liaison between management, related Districts, other staff, external agencies/community partners, contractors, and/or the public, coordinating resolutions to issues or problems which may arise.
- Schedules and/or coordinates logistics for both internal and external meetings, conferences, trainings, workshops, and other related events; coordinates facility reservations, catering, contracts, and other necessary processes; sets up equipment and supplies for meetings and other events as needed; takes, transcribes and distributes minutes as directed.
- Compiles information and prepares, reviews, and/or maintains a variety of records, logs, surveys, and reports related to programs, students, attendance, staff, projects, professional development, and assigned duties; establishes and maintains filing systems; revises, verifies, proofreads and edits a variety of documents; ensures submittal of mandated reports to appropriate agencies/funders.
- Communicates with personnel, outside agencies, and other external parties/community partners to exchange and verify information, request and provide materials, coordinate activities, and resolve issues or concerns.

- Inputs a variety of data into an assigned computer system; compiles and verifies a variety of related data and information; collaborates with management and departmental staff to update, review, and maintain websites including ensuring public information is accurate and accessible (e.g., resolving broken hyperlinks and revising orthographic/grammatical errors); updates and maintains automated records, files, and databases; initiates queries, develops spreadsheets, manipulates data and generates various computerized lists and reports as requested; identifies and resolves discrepancies in statistical data and information.
- Performs a variety of clerical accounting duties as assigned; monitors funds for income and expenditures; reviews budgetary data, purchase orders, and account balances; processes reimbursement claims for expenses; drafts contracts, collects insurance and tax forms, and ensures payment for approved contractors/partners; and maintains financial and statistical records and files.
- Composes a variety of materials including inter-office and external communications, forms, letters, memoranda, bulletins, agenda items, labels, fliers, requisitions, handbooks, newsletters, brochures, certificates, contracts, webpages, and other materials; formats materials to meet program and office needs.
- Screens calls, visitors, and mail; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public; directs callers to appropriate staff; assists the public and directs the public to appropriate locations/staff.
- Performs or assists with special projects as assigned by management staff.
- Performs a variety of office support duties; opens and routes mail; monitors inventory level of office and designated supplies; orders, maintains, and receives office and designated supplies; distributes, collects, processes, maintains, and duplicates a variety of related forms, applications, and records which may include assisting with the preparation, processing, and maintenance of grant information and related materials.
- Maintains working and official departmental files and records, including assigned databases and program files.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth (12th) grade; and

- Three (3) years of increasingly responsible office support experience.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Practices and methods of office management and administration, including the use of standard office equipment.

- Information gathering, data collection, and reporting techniques, methods, and procedures.
- Business letter writing and the standard format for reports and correspondence.
- Basic accounting practices, procedures and terminology.
- Business arithmetic and basic financial and statistical techniques.
- Principles and practices of record keeping and records management.
- County Office of Education and mandated safety rules, regulations, and protocols.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform responsible administrative support work with accuracy, speed, and minimal supervision.
- Gather and compile information from a variety of sources.
- Evaluate alternatives and make judgments within established policy and procedural guidelines.
- Participate in budget administration, including tracking and monitoring expenditures.
- Prepare and maintain accurate and precise written documents such as reports, records, forms, agendas, presentations, and correspondence.
- File and maintain automated and hardcopy records with accuracy.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to the work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

December 2023
FLSA: Non-Exempt

ADMINISTRATIVE TECHNICIAN

DEFINITION

Under general supervision, provides a variety of technical and administrative support for assigned management and departmental staff; evaluates and makes recommendations on office and inter-departmental processes and procedures; coordinates assigned programs, projects, and services with other departments, divisions, and outside agencies; provides assistance for a wide variety of technical assignments related to administration of budgets, contracts, financial operations and department programs; provides customer service to Office staff and the general public over the phone, in person or via email; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned management and supervisory personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the administrative support series and is responsible for independently performing technical administrative duties in support of assigned department, division, or program. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Administrative Assistant classification series in that the latter is responsible for applying clerical and administrative procedures and requirements to perform duties that facilitate the work of an office and/or unit, such as receiving and controlling incoming correspondence, organizing, and maintaining filing systems, organizing clerical processes, and gathering basic program and project status information.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides technical and administrative support for assigned management and departmental staff; applies technical procedures, methods, and techniques to support department programs, services, and administrative processes; monitors and explains operational and program requirements and processes to various stakeholders; coordinating resolutions to issues or problems which may arise.
- Evaluates office and inter-departmental processes and procedures; develops, implements, and/or makes recommendations for modifications as necessary to maintain efficient and effective office operations.
- Plans, schedules, and/or coordinates both internal and external meetings, conferences, trainings, seminars, and other related events; coordinates logistics, facility reservations, catering, contracts, and

other necessary processes; sets up equipment and supplies for meetings and other events as needed; takes, transcribes, and distributes minutes as directed.

- Assists or administers assigned departmental/division projects and/or programs as assigned by management staff; provides assistance in various research and department-related projects.
- Prepares and processes various documents requiring knowledge of assigned department/division's programs/projects, operations, and services and the ability to explain, interpret, and apply Office policies and procedures relevant to assigned area of responsibility.
- Performs various accounting and budget support work such as monitoring budgets, purchase orders, and account balances; determining and calculating required fees; processes, prepares, and/or tracks reimbursements, requisitions, and invoices; assists department management and staff in preparation of budget documents including grant reporting.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and Office policies and procedures in determining completeness of applications, records, and files; ensures submittal of mandated reports to appropriate agencies as necessary.
- Develops, implements, organizes and maintains accurate and detailed databases, spreadsheets, electronic and physical files, and records including websites; verifies accuracy and/or accessibility of information, researches discrepancies, and records information; reconciles transaction and data; audits documents for completeness, accuracy and compliance with rules and regulations.
- Designs, creates, and edits a variety of documents, which may include correspondence, letters, memos, agendas, reports, lists, forms, schedules, flyers, event materials, and reports; creates job aids and training materials for various processes, procedures, and functions.
- Assists with requests for proposals, as well as bids for projects and/or services; reviews contracts and procurement documents and gathers vendor information and documentation, bid requests, and price quotes; reviews and verifies compliance documentation; prepares draft contracts, agreements, and purchase orders and routes for approval; tracks contracts and adds amendments; maintains copies of contracts, bid documents, proposals and related information.
- Compiles information and data for administrative, statistical, and financial reports; checks data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Provides information to the public or Office management and staff that requires the use of independent judgment, interpretation of policies, rules, regulations, and procedures, and ensuring compliance with program, division/department, Office, funding agency, and federal, state, and local requirements.
- Communicates with personnel, outside agencies, and other external parties to exchange and verify information, request and provide materials, coordinate activities, and resolve issues or concerns.
- Performs a variety of office support duties; opens and routes mail; monitors inventory level of office and designated supplies; orders, maintains, and receives office and designated supplies; distributes, collects, processes, maintains, and duplicates a variety of related forms, applications, and records which may include assisting with the preparation, processing, and maintenance of grant information and related materials.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth (12th) grade supplemented by college level coursework in public or business administration or a related field; and

- Four (4) years of increasingly responsible administrative or office support experience.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Administrative principles, methods, and procedures related to accounting, budget, and/or program compliance.
- Operations, services, programs, and processes of the department to which the position is assigned.
- Practices and methods of office management and administration, including the use of standard office equipment.
- Research, data collection, and reporting techniques, methods, and procedures.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematic principles.
- Principles and practices of record keeping and records management.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Mandated safety rules, regulations and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Research, interpret, summarize, and present administrative and programmatic information and data in an effective manner.
- Interpret, explain, and apply administrative and departmental policies and procedures.
- Perform arithmetic, financial, and statistical computations accurately.
- Gather, compile, and track department-specific information from a variety of sources.
- Evaluate alternatives and make judgments within established policy and procedural guidelines.

- Participate in the preparation of the department budget, including tracking and monitoring expenditures.
- Prepare and maintain accurate and precise written documents such as reports, records, forms, agendas, presentations, and correspondence.
- File and maintain automated and hardcopy records with accuracy.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to the work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

August 2024
FLSA:Non-Exempt

APPLICATIONS SUPPORT TECHNICIAN

DEFINITION

Under general supervision, performs a variety of technical duties in support of data collection, reporting, and analysis of assigned computer systems, databases, software and applications, including but not limited to the statewide student data tracking system, and Office programs' student information system; and other database systems to meet the needs of the Office and district technology users.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the journey-level classification in the Applications Support series responsible for independently performing technical duties in support of data collection, reporting, and analysis of assigned computer systems, databases, software and applications. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Coordinator, Applications Support in that the latter performs the more complex work assigned to the series, such as development of data governance and data privacy policy and procedures, and/or provides technical and functional direction over lower-level staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Facilitates the collection, management, manipulation, reporting, and distribution of computerized data used for analysis; verifies data integrity in new systems; supports users in compiling data for various state and federal reports.
- Provides technical support to Office staff and technology users; responds to inquiries and provides training and information concerning the proper use and operation of computer systems and programs; assists staff with resolving system problems and provides data processing solutions.
- Provides technical support to parties involved in the collection, verification, computer entry and reporting of student data; documents service tickets in a timely manner to provide sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.
- Administers assigned databases to assure proper performance, operation and file sizing; monitors available system space; moves and reformats files as necessary to provide for efficient program and system running; analyzes and designs interface between computer systems as needed.
- Prepares and develops procedural manuals and user documentation according to established procedures; communicates with technology users to exchange information, coordinate activities and resolve issues or concerns; documents service tickets in a timely manner to provide sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.

- Assists with design, coding, development, and implementation of system modifications and new system applications; debugs programs by preparing test data and testing program operations as assigned; runs test data in actual computer operations; detects and resolves programming errors and miscalculations; troubleshoots and resolves database, system and application errors and malfunctions as necessary.
- Stays abreast of current trends and developments in database programs and services; attends and participates in various meetings and trainings and assists in evaluation of new technologies for effectiveness.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth (12th) grade supplemented by college level coursework in computer science or related field; and

- Two (2) years of experience involving the development of computer systems, databases and applications.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles, practices and techniques used in the development, maintenance and analysis of computer systems, databases, utilities, and applications.
- Database structures, online applications and system capabilities.
- Data governance frameworks, practices and procedures.
- Principles, methods and procedures of operating computers and peripheral equipment.
- Computerized data collection, management, manipulation and distribution requirements for analysis and reporting functions.
- Techniques of testing and debugging computer programs.
- Record-keeping and system documentation techniques.
- State and federal student data privacy laws and guidelines.
- Cybersecurity, disaster recovery and business continuity best practices.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform technical duties involved in data collection, reporting, and analysis of assigned computer systems, databases, software and applications, resolve data problems, and provide for system enhancements.

- Review, analyze and modify existing systems and programs as necessary.
- Facilitate the collection, management, manipulation, reporting and distribution of computerized data used for analysis.
- Maintain assigned databases to assure proper performance, operation and file-sizing.
- Integrate new applications and revise programs to assure adaptation with existing computer systems. Analyze requests for system additions and revisions.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

August 2024
FLSA: Non-Exempt

AUDIOVISUAL AND MEDIA SUPPORT TECHNICIAN

DEFINITION

Under general supervision, performs a variety of technical activities in the set-up and maintenance of audio-visual equipment, software, and web-based applications in support of meetings and conference events; provides technical assistance and training to media users to enable access to web-based applications and communication tools used for remote meetings, hybrid meetings, teleconferencing, and presentations; researches new technologies and provides recommendations; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level paraprofessional classification is responsible for independently performing technical duties in support of the Office's audio-visual equipment, software, and web-based applications. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists staff and other professional development trainers and meeting hosts in the use of a variety of audio-visual equipment, software, and web-based applications; provides all levels of audio-visual support, from one person conferencing to support for large-scale meetings, conferences and hybrid events.
- Reserves media and equipment for scheduled events; ensures necessary audio-visual equipment, peripherals, tools and cables are available; researches and recommends audio/visual presentation options and works with staff to respond to specialized requests.
- Sets up and installs audio-visual equipment and related software in preparation for scheduled events; establishes and maintains connections as required; disassembles and inspects equipment after usage, ensures all equipment and software signed out is accounted for, organized, and stored properly.
- Maintains media server and monitors for performance; troubleshoots and diagnoses equipment and network integration failures, sometimes when meetings are in progress.
- Inspects audio-visual equipment to ensure proper operation; cleans, adjusts and services parts and components; identifies defective/failed equipment and coordinates maintenance and repairs as needed; obtains and installs software updates and upgrades as needed.
- Responds to inquiries and provides information to staff and outside presenters concerning audio-visual equipment usage, scheduling, practices and procedures; reviews audio-visual requests, works through specialized needs, and resolves issues and concerns; refers calls to other computer/network technicians as required; documents service tickets in a timely manner to provide sufficient information to

communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.
- Contacts and collaborates with vendors to resolve problems, issues, and malfunctions and to develop potential audio and visual software and hardware solutions.
- Maintains and supports all digital signage related to audio and visual communications.
- Performs user administration activities and provides training for all web-based applications for communications tools, event management systems, and room reservation platforms.
- Conducts annual inventory of audiovisual equipment including remote control devices, laptops, cameras, digital video recordings, projectors, amplifiers, microphones and speakers; completes and maintains hardware and software inventory records; recommends equipment replacement as necessary and assists with ordering audiovisual equipment and supplies.
- Stays abreast of current trends and developments in audiovisual and media technology; conducts market research and provides recommendations concerning the purchasing and implementation of new technologies.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to completion of the twelfth (12th) grade supplemented by college level coursework in computer science, multimedia, communications, or a related field.

Experience:
- Two (2) years of direct experience working with audio-visual and multimedia equipment in a business or educational setting.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Operational characteristics of audiovisual hardware, software, peripherals and applications across both Windows and MAC platforms, including laptops, projectors, monitors, digital signage, camera equipment, speaker systems, amplifiers, microphones, cloud DVRs, audio and video conferencing, video streaming, webcasting, and online meeting connectivity.
- Computer network and internet connectivity pertaining to internet protocol (IP) audio and video signal transport and IP based video/audio conferencing.
- Diagnostic techniques and procedures used to restore audio/visual equipment to normal operations.
- Web-based applications for user administration and use of asset management software to monitor and track network device metrics in real time.
- Cybersecurity best practices.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules

of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Set up and connect audio-visual equipment to meet meeting and presentation requirements.
- Understand and follow directions in computer and software system manuals.
- Identify and troubleshoot technical problems, both preemptively and responsively, review information sources, develop and evaluate options and implement solutions.
- Manage the process of implementation of new software and hardware solutions; research technical materials to provide solutions to problems.
- Understand, interpret, and explain audiovisual and media equipment and applications to users; develop and maintain technical operating instructions and documentation; train staff on applications and equipment usage.
- Respond to and effectively prioritize a high volume of phone calls and other requests for service.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various SMCOE sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 30 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

January 2024
FLSA: Non-Exempt

BENEFITS ANALYST

DEFINITION

Under direction, performs complex and varied administrative and technical work in support of benefit administration and programs for active employees including enrollment, data collection, record keeping, accounting, and workers' compensation claim processing and fund disbursement activities; provides consulting services to San Mateo County Office of Education (Office) personnel related to all aspects of benefit programs and activities; provides specialized and complex assistance and support to the Human Resources Director in area of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory and management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of benefit administration. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Organizes the operations and activities related to organizational employee benefits programs including enrollment, data collection, record-keeping, accounting, workers' compensation claims processing and fund disbursement activities; provides eligible employees, domestic partners, retirees, and surviving spouses with benefits; ensures compliance with related laws, regulations, policies, and procedures.
- Provides consultation and technical expertise to personnel concerning employee benefits information, insurance plans, enrollment options, eligibility, coverage, and claims; responds to inquiries, resolves issues and conflicts, and provides technical information concerning related policies, procedures, guidelines, rules, and regulations; coordinates and conduct fairs, vendor workshops, and meetings as required.
- Organizes, directs, and participates in the processing and investigation of insurance claims; advises employees of policy provisions and claims procedures; monitors time off and modified duty days due to worker's compensation; prepares required documentation and determines claim eligibility; resolves claims issues as needed; processes, evaluates and ensures proper administration of Workers' Compensation claims as assigned; coordinates the return-to-work program.
- Oversees the leave management program; coordinates with employees to prepare for extended leaves such as maternity leave; coordinates and advises personnel on the leave approval process; maintains leave tracking system and works with payroll to maintain accurate leave balances.
- Organizes, directs, and participates in enrollment activities; assists employees with completing enrollment forms; processes and evaluates enrollment forms according to established procedures;

oversees flexible spending account enrollments.
- Troubleshoots and resolves employee issues and concerns regarding benefits; researches information as necessary; prepares and distributes correspondence to employees, retirees, and plan participants concerning employee benefit plans, policies, procedures, and related information; provides employees with related informational materials; refers staff to outside resources as appropriate.
- Inputs employee benefits and a variety of other data into an assigned computer system; maintains automated employee records and files; generates computerized reports as requested; ensures accuracy of input and output data.
- Serves as a liaison between personnel, payroll staff, insurance brokers, and benefit plan administrators; collaborates with staff, brokers, providers, and others to ensure accurate and timely delivery of employee benefits to employees; reviews renewal contracts and resolves discrepancies with brokers.
- Participates in a variety of activities involved in providing COBRA benefits for eligible employees; coordinates retirement, medical, dental, and vision benefits for early retirees; prepares and processes retirement forms and related benefits.
- Assists management in the planning, design, analysis, and implementation of new benefits programs, policies, and procedures to accommodate legislative changes; develops and monitors operational procedures to enhance workflow and program effectiveness; researches, analyzes, and recommends changes in benefit program design.
- Prepares and maintains of a variety of records and reports related to employee information, benefits, rates, retirements, terminations, insurance plans, contracts, dependents, and other assigned duties; updates forms as needed; establishes and maintains filing systems.
- Interprets, applies, explains, and ensures compliance with federal, state, and local laws and regulations concerning benefits programs.
- Communicates with personnel, insurance providers, brokers, and various other outside agencies to exchange information, coordinates activities and resolves issues or concerns.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to an associate degree from an accredited college with major coursework in public administration, business administration, or a closely related field; and

- Three (3) years of progressively responsible experience working with employee benefit programs in a public agency.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles and practices of benefits administration in a public agency setting.
- Policies and procedures related to benefits administration.
- Methods, techniques, and practices of data collection, data entry, and report writing.
- Summary plan descriptions, vendor contracts, and related forms.
- Payroll practices, procedures, and terminology.

- Processing and evaluation of various insurance claims.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Business arithmetic and basic financial and statistical techniques.
- Record keeping principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Organize the operations and activities related to organizational employee benefits programs including enrollment, data collection, record-keeping, accounting, claims processing and fund disbursement activities.
- Process, evaluate, and assist employees with the completion of enrollment forms.
- Provide consultation and technical expertise to personnel concerning employee benefits information, insurance plans, options, guidelines, and procedures.
- Review and reconcile employee benefit records.
- Perform detailed benefits administration office support work accurately and in a timely manner.
- Maintain confidentiality of sensitive personal information of employees, former employees, and other matters affecting employee relations.
- Troubleshoot and resolve employee issues and concerns regarding benefits.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

January 2024
FLSA:Non-Exempt

BILINGUAL FAMILY COUNSELOR

DEFINITION

Under direction, performs a variety of specialized activities involved in providing educational counseling, support, referral, training, translation, and assistance services to limited or non-English language speaking families and low income families of children with disabilities; monitors and assesses family needs and assists families with identifying, developing, and meeting educational goals and objectives; coordinates and counsels families to facilitate entrance into various educational programs and services; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing professional duties in support of special education. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Establishes contact and assists families in planning and implementing a variety of educational and support services and activities; coordinates programs and services to enhance opportunities and success for identified children.
- Develops, implements, and conducts parent educational training and support groups; prepares and delivers oral presentations concerning educational programs, systems, and services; conducts employee in-services as assigned.
- Serves as a liaison between the San Mateo County Office of Education (Office), community resources, school districts, and families to facilitate student and family access to education programs and services; provides information and materials to parents to assist in the location and utilization of community services and resources; notifies staff and administrators of pertinent student and family issues, information, and concerns.
- Translates communications between Office personnel and limited or non-English speaking families; serves as an interpreter for conferences, telephone calls, and meetings as needed; translates, prepares, and distributes written correspondence as necessary.
- Monitors, assesses, and identifies the needs of children and families; assists families with developing and meeting educational goals and objectives; assists parents with completing program forms and applications as assigned; refers families to educational programs, services, and community resources according to identified needs; refers families to medical and social services and resources.
- Advises families concerning practices, procedures, and techniques involved in enhancing the success

and opportunities available to their children; collaborates with Office personnel, outside agencies, and community resources in meeting the needs of families; counsels' families to facilitate access to educational programs and services such as special education and early childhood education.
- Interviews and counsels families during the intake and assessment process; consults families concerning the intake and assessment process; provides technical guidance to enhance family understanding of the education system and conducts home visits as needed.
- Provides training and advisement to certificated staff concerning the cultural and social aspects of limited or non-English language speaking families and low-income families of children with disabilities and related educational issues as directed.
- Serves as a technical resource to families, outside agencies, and the public concerning educational programs and services; responds to inquiries and provides technical training and information concerning related systems, practices, standards, requirements, resources, processes, policies, and procedures; provides grief counseling as needed.
- Researches, assembles, and compiles a variety of educational information related to assigned families and activities.
- Attends and participates in various meetings as assigned.
- Observes and complies with all County and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in psychology, sociology, or a closely related field; and

- Two years of increasingly responsible experience working with students or families in a social services or educational environment.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles, practices, and procedures of family support and referral programs.
- Educational challenges and concerns of limited or non-English language speaking families and low-income families of children with disabilities.
- Modern practices and techniques of individual and group counseling.
- Community resources, services, and programs that serve identified students and families.
- Practices, procedures, and techniques in assessing family needs and assisting with identifying, developing, and meeting educational goals and objectives.
- Diverse academic, ability, socioeconomic, cultural, and ethnic background of students and families.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Provide educational counseling, referrals, training, translation, and assistance services to limited or non-English language speaking families and low-income families of children with disabilities.
- Serve as a liaison between the County Office, community resources, school districts, and families to facilitate student and family access to education programs and services.
- Monitor, assess, and identify the needs of children and families.
- Assist families with developing and meeting educational goals and objectives.
- Read, write, translate, and interpret English and a designated second language.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

April 2024
FLSA: Exempt

CHIEF TECHNOLOGY OFFICER

DEFINITION

Under administrative direction, plans, organizes, manages, and provides direction and oversight for all functions and activities of the Integrated Technology Services Department; plans, directs, and implements the development, design, installation, operation, analysis, maintenance and remediation of instructional and administrative technology systems; designs, plans, coordinates and directs County Office of Education (Office) technology projects; directs projects, personnel, communications, support services and information to meet Office and school district technology needs and ensure smooth and efficient department operations; coordinates assigned activities with other Office divisions, departments, officials, outside agencies, and the public; fosters cooperative working relationships among Office divisions and departments, and with County school districts and various public and private groups; provides highly responsible and complex professional assistance to the Superintendent and Deputy Superintendents in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Deputy Superintendent, Business Services Division. Exercises direct supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a department director classification that oversees, directs, and participates in all activities of the Integrated Technology Services Department, including short- and long-term planning as well as development and administration of department policies, procedures, and services. This class provides assistance to the Deputy Superintendent in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, Office functions and activities, including the role of the County Board of Education, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering the Office's mission, goals, and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, directs, manages, and oversees the functions and operations of the Office's information technology programs and services including technical support, mobile and remote work solutions, application support, network infrastructure and services, project portfolio management, system integration, communication services, audiovisual and media services, hardware and software management, budget oversight, cybersecurity defenses, disaster recovery and business continuity, financial Enterprise Resource Planning (ERP) software support and student information systems data

management, public technology initiatives, and governance.

- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and Office needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Reviews, analyzes and identifies Office and school district technological needs including system and equipment acquisition and replacement requirements; directs and participates in the design, development and implementation of technology projects and systems; monitors progress of projects; inspects completed projects for accuracy, completeness and compliance with established specifications and requirements.
- Negotiates, acquires, and facilitates the installation of all County information technology, products, and services, and administer and monitor all contracts with information technology consultants, vendors, and installers.
- Monitors and analyzes technology programs, systems, functions and activities for financial effectiveness and operational efficiency; responds to administrative input concerning the Office's technology needs; directs the development and implementation of policies, procedures and programs to enhance the organization's financial effectiveness and operational efficiency.
- Establishes enterprise-wide cybersecurity defense strategies and programs, maintaining a continuous process for implementing, reviewing, improving and documenting security practices designed to protect the Office's information assets, systems, applications, and technologies from nefarious cyber threats; oversees and directs the development and implementation of major information technology security initiatives.
- Collaborates with other Office divisions, departments, and Superintendents' Cabinet to understand information technology needs, identify opportunities for technology enhancements, and align information technology services with Office-wide initiatives.
- Drives digital transformation initiatives, exploring emerging technologies and innovative solutions to enhance Office and school district operations and services.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Attends and participates in professional group meetings and various Office committees and advisory groups; stays abreast of new trends and innovations in the field of marketing, strategy, and communications programs and services as they relate to the areas of assignment.
- Monitors changes in laws, regulations, and technology that may affect Office or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Deputy Superintendent, Business Services.
- Maintains and directs the maintenance of working and official departmental files.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Ensures staff observe and comply with all Office and mandated safety rules, regulations, and protocols.

- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to bachelor's degree from an accredited college or university with major coursework in information technology, computer science, or a closely related field; and

- Seven (7) years of increasingly responsible experience providing professional-level support to an information technology program, including at least three (3) years in a management capacity within a full-service information technology environment.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.
- Possession of Chief Technology Officer or Certified Educational Technology Leader certification.

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Budget development, contract administration, administrative practices, and general principles of risk management related to the functions of the assigned area.
- Strategic planning methodologies and the ability to align technology strategies with organizational objectives.
- Principles and practices of project portfolio management.
- Information technology governance frameworks, policies, and compliance requirements.
- Enterprise architecture principles and frameworks to design and manage a cohesive information technology infrastructure that aligns with business goals.
- Data privacy regulations and compliance requirements.
- Cybersecurity principles, best practices, and threat mitigation strategies.
- Disaster recovery and business continuity processes and procedures
- Emerging innovative technologies and identification of their potential application in the Office information technology environment.
- Methods and techniques for the development of presentations, business correspondence, research, and reporting, and information distribution.
- Principles and practices of record keeping.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the Integrated Technology Services Department.
- Organize, manage, implement, and maintain efficient and effective information technology programs to ensure the reliability, integrity, and security of Office information systems and infrastructure.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.
- Think strategically and solve problems to address complex technology challenges and identify opportunities for innovation.
- Evaluate emerging technologies and their practical applications for the Office, including piloting and implementing innovative solutions.
- Assess information technology risks, develop risk mitigation strategies, and establish an information technology risk management framework to protect Office assets and data.
- Develop and monitor budgets and effectively utilize resources.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

July 2024
FLSA: Non-Exempt

CLIENT SERVICES TECHNICIAN

DEFINITION

Under general supervision, provides first-level contact and primary issue resolution for users with hardware, software, and computer application problems and malfunctions; ensures that all systems are operating properly and in ready condition continuously; installs, configures, and maintains hardware, software, mobile devices, and peripherals; oversees inventory to monitor receipt and distribution of hardware and software; performs cabling and installation tasks for network and telecommunications systems; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of the Office's endpoint technology systems and programs. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Client Services Technician in that the latter performs the more complex work assigned to the series, such as configuration, maintenance, and upgrading of equipment and software across disparate platforms and/or provides technical and functional direction over lower-level staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Installs, configures, maintains, and upgrades endpoint operating systems and software packages, network and data communication systems, personal and mobile computing systems and equipment, web-based applications, and related technologies; performs basic system administration functions.
- Receives and evaluates requests for servicing endpoints; diagnoses problems, troubleshoots and implements remedial actions; researches documentation, determines solutions, and resolves problems with hardware, software, security and access controls, and systems issues; escalates issues to specialized or higher-level staff and/or vendor for resolution as appropriate.
- Documents all service tickets in a timely manner to ensure sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.
- Installs and maintains networked workstations and software; configures, installs, and tests network interface adapters and connects new clients to existing networks; isolates and repairs basic network communications problems at the personal computer, network hub, and host locations.
- Establishes and maintains user accounts, passwords, system groups and permissions, internet connectivity, security settings, agents, and applications for designated programs.
- Inputs and updates a variety of data in designated computer systems as assigned; establishes and maintains automated records and files; creates queries, manipulates data and generates a variety of

computerized reports as required.
- Monitors, maintains and assures security of endpoint networked devices (local and virtual) as assigned; establishes and maintains endpoint network and electrical connections; assists users in the recovery of work-related data as needed; prepares back-up data files in accordance with established procedures as required.
- Monitors inventory levels within an inventory management system of computer supplies and equipment and assists with ordering, receiving, storing and maintaining inventory supplies; maintains a database of instructional guides, application downloads, workflows, and computer hardware.
- Stays abreast of current trends and developments in information technology programs and services; attends and participates in various meetings and trainings and assists in the development of technology training programs as assigned.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth (12th) grade supplemented by college level coursework in computer science or a related field.

- Two (2) years providing technical support involving the installation, maintenance, and repair of computer hardware, software, systems, cloud systems, multifunctional devices, and peripherals.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Operational characteristics of computer, network, server, and communication systems, hardware, software, mobile devices, and peripheral equipment.
- Principles, practices, methods, and techniques of troubleshooting, diagnosing, and resolving computer, network, server, and communication systems hardware, software, mobile device, and peripheral equipment issues.
- Methods and techniques of eliciting information and performing diagnostic procedures on technology systems.
- Security and monitoring devices, and procedures necessary to maintain the integrity and security of data.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform a variety of technical support functions in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of computers, hardware, software, network and data communication, security, and other related technologies and equipment.
- Understand, interpret, and explain systems solutions to users; research technical materials to provide solutions to problems.
- Develop and maintain technical operating instructions and documentation.
- Respond to and effectively prioritize a high volume of phone calls and other requests for service.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in office and/or classroom environments with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

August 2024
FLSA: Exempt

COORDINATOR, APPLICATIONS SUPPORT

DEFINITION

Under general direction, plans, organizes and coordinates support functions for assigned data systems including, but not limited to the statewide student data tracking system (CALPADS), and Office programs' student information system; serves as the technical expert and primary liaison between data system support staff, the Office, and school district users; coordinates with program managers to ensure timely data collection and accurate submission of local, state and federal reports; ensures data systems hardware and software run productively and coordinates maintenance and repair of computer systems as required; organizes and implements system user training; collaborates with teams, stakeholders, vendors, and contractors on data systems interoperability, application integration and student data privacy compliance; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Applications Support series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to ensure efficient and effective servicing function of the assigned program area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes and coordinates the collection, data entry and reporting of all data for student programs; establishes data reporting priorities and timelines; manages reporting assignments to ensure timely completion.
- Develops, documents and implements data governance processes and methods to be used by staff maintaining student data; ensures that data is managed uniformly and accurately, and that submissions comply with established statutory standards and procedural requirements; creates and reviews procedural documentation to ensure data quality standards are being met.
- Oversees the installation of student system software and ensures data systems are operating effectively; arranges contracts with third-party vendors to provide data system maintenance and records storage; performs regular security audits of Office data systems including annual audit.
- Coordinates data integration between systems to ensure functionalities meet vendor requirements and users' needs; monitors application performance and use on an on-going basis; perform year-end roll over database functions; acts as liaison with vendors to address issues, bugs and customizations.

- Provides solutions and processes to operationalize program requirements and to improve efficiencies, as needed by stakeholders and applications users; coordinates communications and information sharing on data governance issues such as student data privacy and cybersecurity.
- Provides technical support to parties involved in the collection, verification, computer entry and reporting of student data; documents service tickets in a timely manner to provide sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.
- Ensures all Office educational applications comply with federal and state student data privacy laws; reviews application privacy policies and secures student data privacy agreements; manages the data privacy agreement database.
- Provides support to the Office and County school districts on application procurement, including vetting for student data privacy compliance.
- Supports County school district data administrators by documenting and sharing resources and promoting network collaboration on state and federal reporting; acts as a technical resource and provides consultation to districts on data governance around CALPADS and state assessment data, including mapping data to users and identifying critical time periods and reports.
- Develops instructional materials and presents training seminars on all aspects of managing and reporting student data, student data privacy, and application privacy review.
- Collaborates with Integrated Technology Services (ITS) and other Office staff on technology-related initiatives; participates in building and implementing department and unit strategic plans; assists in the development of the unit's budget.
- Stays abreast of current trends and developments in data governance, privacy, and security by attending courses and system training, reviewing professional publications, and conferring and collaborating with other data system users and data privacy user community.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to a bachelor's degree from an accredited college or university with major coursework in database administration, business, human resources, public administration, or related field.

Experience:
- Five (5) years of increasingly responsible experience working with automated business and/or student data system operations.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Statutory regulations, policies and procedures applicable to student data management and reporting

requirements and student data privacy.
- Principles and purposes of data governance policies and procedures and data collection, organization, formatting, and reporting techniques used to ensure consistency and data integrity.
- Operation and integration of educational software on multiple computer platforms; software installation methods and start-up procedures; basic computer system hardware/software diagnostic techniques.
- Basic information technology project management principles.
- Cybersecurity, disaster recovery and business continuity best practices.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and SMCOE staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Understand complex issues and specialized information.
- Work with information and raw data and develop meaningful conclusions for decision making.
- Adapt ways of thinking and working in response to changing job requirements and legal mandates.
- Summarize complex information and write instructional materials; deliver oral presentations for large groups of data system users.
- Think through issues and develop alternatives to solve problems; evaluate alternatives and decide on an appropriate course of action.
- Break down issues or problems into component parts to identify root causes and effects.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various SMCOE sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

April 2024
FLSA: Exempt

COORDINATOR, CYBERSECURITY

DEFINITION

Under general direction, designs, implements and maintains the Office's information security infrastructure to include advanced security measures, incident response, and policy/process development; ensures compliance with industry standards and regulations; provides guidance and support in identifying, assessing and remediating County school district cybersecurity needs; assists in developing and testing network and cloud systems and providing leadership to the Office's personnel on all cybersecurity-related matters; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is an advanced journey-level classification responsible for performing the most complex work in support of the Office's information security and network structure. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to oversee security of information systems; and serve as technical advisor, liaison, and project lead. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes and coordinates the design, implementation and maintenance of the Office's security infrastructure, including but not limited to firewalls, intrusion detection/prevention systems (IDS/IPS), Virtual Private Networks (VPN), specialized information security tools, and endpoint security solutions.
- Provides security guidance to network staff for the maintenance of cybersecurity best practices for network, cloud and server systems.
- Produces and maintains reports related to the Office's cybersecurity posture; monitors system logs, security information and event management (SIEM) tools and network traffic for unusual or suspicious activities; interprets such activity and makes recommendations for resolution.
- Leads projects related to the implementation of network security enhancements, ensuring seamless integration and adherence to project timelines.
- Participates in incident response planning; investigates security breaches, and coordinates remediation activities.
- Participates in the development and updating of cybersecurity and business continuity policies, standards, and procedures in alignment with industry best practices and regulatory requirements.

- Conducts regular vulnerability assessments and participates in penetration testing to identify and mitigate security risks; collaborates with Integrated Technology Services (ITS) network team to address and remediate vulnerabilities promptly; ensures compliance with industry regulations and internal security standards.
- Oversees security patch management processes to ensure timely and effective patching of systems and applications.
- Analyzes security incidents, trends, and threats; recommends improvements to security controls and measures to enhance the organization's security posture.
- Develops and delivers security awareness training programs for employees to promote a culture of cybersecurity awareness.
- Provides technical assistance and user support to staff, school districts, outside agencies and others concerning cybersecurity and network architecture concerns; responds to inquiries and provides detailed and technical information concerning network design, equipment, hardware, software, security, connectivity, configuration, malfunctions, applications, practices, techniques and procedures.
- Serves as a liaison and coordinates cybersecurity and network-related projects, communications and information between the Office, local school districts, vendors, consultants and various outside agencies; resolves related issues and conflicts in a proper and timely manner.
- Prepares and delivers regular security reports to management and stakeholders, summarizing key security expectations, incidents, and risks; contributes to the development of the organization's long-term security strategy and roadmap.
- Maintains comprehensive documentation of security configurations, incident reports, and security policies and procedures.
- Participates in building and implementing ITS strategic plans; assists in the development of ITS's budget.
- Stays informed about the latest security threats, vulnerabilities, and industry trends; evaluates and recommends new security tools and technologies to enhance cybersecurity capabilities.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science or related field.

Experience:
- Five (5) years of increasingly responsible experience involving cybersecurity audit and review, network planning, design, development and modification.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Advanced principles, theories and techniques of network design and cyber security practices, cybersecurity frameworks and penetration testing methodologies.
- Incident response methodologies, including detection, analysis, containment, eradication, and recovery.
- Developing and enforcing security policies, procedures, and standards.
- Record keeping and filing principles and practices.
- Disaster recovery and business continuity best practices.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Design, implement, and manage security technology tools to improve the overall cybersecurity posture of the Office.
- Identify and deploy controls and resolutions to system vulnerabilities emerging from legacy system configurations and/or configuration oversight.
- Analyze network needs and develop network plans, projects and specifications to address improvements.
- Audit network systems to ensure proper security, operation and performance; design remediation plans as needed.
- Analyze complex security incidents and vulnerabilities and implement effective solutions.
- Document security policies, reports, and deliver security awareness training.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to the work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various SMCOE sites; vision to read printed materials and a

computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

July 2024
FLSA: Exempt

COORDINATOR, ENTERPRISE SYSTEMS SUPPORT

DEFINITION

Under general direction, plans, organizes and coordinates operations and activities in support of assigned financial enterprise (ERP) system database, network, servers, and backup solutions to meet the needs of the Office, and its districts and charter schools; supports the Office's financial applications, servers, databases, and check processing operations; facilitates and coordinates data collection and reporting of financial and retirement data; coordinates projects and communications to meet the Office's and County school districts' technology needs; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Enterprise Systems Support series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to ensure efficient and effective servicing function of the assigned program area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This class is distinguished from the Supervisor, Integrated Technology Support in that the latter is the full supervisory classification with responsibilities for the supervision and evaluation of assigned staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes and coordinates operations and activities involved in the programming, development, operation, analysis, maintenance and repair of the Office's financial enterprise (ERP) system, databases, network, hardware, software and peripherals; ensures related activities comply with established laws, codes, rules, regulations, policies and procedures.
- Coordinates functions involved in processing, generating and printing checks, reports, documents and various other materials; oversees the inputting, updating and formatting of related data; ensures accuracy and completeness of printing jobs.
- Oversees and participates in technical assistance services to provide users with information concerning the operation of the (ERP) system, databases, hardware, software and peripherals, related practices, requirements, procedures and malfunctions; monitors help desk requests and coordinates troubleshooting and solutions to ensure proper and timely response to user needs.
- Coordinates the review, analysis and modification of existing systems and programs; coordinates the installation, configuration, modification and operation of computer hardware, software, networks and

peripherals; ensures proper installation of hardware and software, and testing of applications to assure proper operation.
- Coordinates the design, development, upgrading and implementation of new system applications to meet the Office's and County school districts' technology needs; collaborates with vendors, contractors, service providers, administrators and school districts to develop solutions for technology equipment, software and service needs, problems and malfunctions.
- Develops and implements technology projects and systems; estimates and ensures adequate time, staff and resources required for projects; calculates and prepares cost estimates; monitors progress of projects; inspects completed projects for accuracy, completeness and compliance with established specifications and requirements.
- Monitors and renews server and related software certifications and subscriptions; monitors inventory of computer supplies and equipment and orders, receives and maintains adequate inventory levels; contacts vendors and contractors to discuss and obtain product, service and pricing information; researches, analyzes and recommends the purchase of computer hardware, software and technology services according to product quality and price effectiveness.
- Collaborates with department and other Office staff on technology-related initiatives; participates in building and implementing department and unit strategic plans; assists in the development of the unit's budget.
- Stays abreast of current trends and developments in ERP systems operations, database management, and financial reporting by attending courses and system training, reviewing professional publications, and conferring and collaborating with others in the professional community.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to a bachelor's degree from an accredited college or university with major coursework in database administration, business, human resources, public administration or related field.

Experience:
- Five (5) years of increasingly responsible experience involving the programming, development, operation, analysis, maintenance and repair of computer systems.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, networks and peripherals.
- Principles, practices and methods of database structures, computer programming and system design, database structures, on-line applications and system capabilities of technology systems.

- Customer service and help desk standards, practices, techniques and procedures.
- Basic information technology project management principles.
- Cybersecurity, disaster recovery and business continuity best practices.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- SMCOE and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Coordinate projects, personnel, help desk functions, data processing and communications to meet SMCOE and school district technology needs.
- Ensure proper investigation, troubleshooting, diagnosis and repair of system malfunctions.
- Coordinate the design, development, upgrading and implementation of new system applications.
- Review, analyze and modify existing systems and programs.
- Manage user support functions concerning technology systems, applications and malfunctions.
- Coordinate the processing, generating and printing of checks, reports, documents and other materials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various SMCOE sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

April 2024
FLSA: Exempt

COORDINATOR, SYSTEMS INTEGRATION

DEFINITION

Under general direction, plans, coordinates, and manages information technology services projects in support of modernization of the Office's business processes through the entire project lifecycle, including conception and initiation, definition and planning, launch and execution, monitoring and controlling, and close-out; develops and delivers training related to Integrated Technology Services (ITS) initiatives and serves as the technical expert for the Office's main productivity software tools and other administrative software; coordinates with program managers to ensure successful execution and diffusion of cross-departmental projects; assists the Office with project management as assigned and employs strategic foresight for creative problem-solving using the most up to date technologies available; performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is an advanced journey-level classification responsible for oversight of complex information technology projects in support of modernization of the Office's business processes. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to oversee projects through the entire project lifecycle and serve as technical advisor, liaison, and project lead. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, leads, and manages projects or systems as assigned; determines and defines clear deliverables, and roles for team members required for specific projects or initiatives; analyzes, plans, and develops requirements and standards for technical projects; hosts technical project/ team meetings to determine progress and address any questions or challenges.
- Acts as a collaborator with internal departments to introduce new administrative applications and processes and ensure smooth and efficient implementation; assists users in preparing for migration to new versions of vendor software; assists users in transitioning from legacy administrative applications to Office-adopted administrative applications.
- Confers with vendor representatives, Office program managers, and district users concerning administrative system specifications, installations, data preservation, and application integration from third-party software.

- Participates in the review and testing of new and revised administrative applications and coordinates dissemination of information from vendor(s) concerning software changes and additions.
- Develops and coordinates training opportunities for administrative systems end-users; works with software vendors to prepare instructional presentation materials, such as guides on frequently asked questions and other user support materials to reinforce training and increase user productivity; trains and oversees the work of support and vendor staff.
- Coordinates digitization of paper files; documents and implements governance processes and methods to be used by staff; ensures data is managed uniformly and accurately; plans and executes periodic auditing of file servers; oversees the installation of file retention software and hardware to ensure administrative data systems are integrated effectively; arranges contracts with third-party vendors to provide system maintenance and records storage or destruction as applicable.
- Monitors productivity administrative software activities; develops policies, guidelines, and standards to ensure systems are utilized and supported effectively.
- Troubleshoots and resolve administrative system problems; serves as a subject matter expert for all Office administrative applications; provides consultation, training, and technical support for Office administrative software or applications, including recommendations for replacing disparate or antiquated applications.
- Participates in building and implementing ITS strategic plans; assists in the development of ITS's budget.
- Stays abreast of current trends and developments in automated business and administrative systems by attending courses and system training, reviewing professional publications, and conferring and collaborating with others in the professional community.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in information technology administration, communications, business, or related field.

- Five (5) years of increasingly responsible experience working with automated business applications, database management, software integration, and/or oversight of professional development trainings.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of project management, identifying technology needs and issues, researching and evaluating technology, applications, and the most effective courses of action, and implementing solutions.
- Project budget development and contract administration principles and techniques.
- Principles and practices used in adapting information systems to business needs and communicating

those needs to information systems professionals and vendors.
- Database management and operational best practices.
- Cybersecurity, disaster recovery and business continuity best practices.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- SMCOE and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Lead design sessions and process improvement sessions to identify business and user needs and discuss application capabilities and design modifications needed for improvement.
- Facilitate project team meetings, cross-functional communication and decision making,
- Coordinate and plan applications development, enhancement and maintenance projects.
- Research, develop, and recommend cost-effective technical system improvements.
- Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials.
- Implement comprehensive computer operations-related projects and training programs.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

May 2024
FLSA: Exempt

COORDINATOR, BUSINESS SYSTEMS

DEFINITION

Under direction, acts as a liaison among school district system users and County Office of Education (Office) Information Technology (IT) and Business Services staff to ensure smooth and efficient implementation of the business financial and information systems; coordinates installation and system integration activities to ensure a smooth transition to the business financial and information systems; coordinates and leads training teams for modules within the business financial and information systems to deliver appropriate training material to end users; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Executive Director, District Business Services. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This classification is responsible for independently performing analytical and coordinative duties in support of the implementation of technology solutions for optimizing business financial and information systems. Positions in the classification rely on experience and judgment to ensure efficient and effective servicing function of the assigned program area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Acts as a liaison among school district system users and Office information technology and business services staff to ensure smooth and efficient implementation of the business financial and information systems.
- Coordinates installation and system integration activities to ensure a smooth transition to the business financial and information systems; assists users to prepare for conversion to new or enhanced versions of vendor software; confers with vendors and school district users regarding system specifications, installations, data conversions, and data integration as needed.
- Coordinates and leads training teams for modules within the business financial and information systems to deliver appropriate training material to end users; develops instructional presentation materials to reinforce trainings and increase user productivity; coordinates meetings to provide information regarding any data system changes and enhancements.
- Monitors and evaluates business financial and information system implementation activities; develops policies, guidelines, and standards to ensure the system is effectively implemented and

maintained; troubleshoots and resolves problems as needed.
- Provides technical support to system users regarding the use of data system modules and the creation of data reports.
- Collaborates with school district system users and the IT department to answer questions from users concerning the integration of individual district business procedures with software application requirements.
- Participates in the review and testing of new and revised business financial and information system applications and coordinates the dissemination of information from vendor(s) concerning software changes and additions.
- Coordinates, collaborates, and confers with appropriate vendors regarding system enhancements and issues including bugs and enhancement requests to ensure organizational needs are met.
- Updates and maintains the appropriate Office websites; ensures content and materials are current and valid.
- Stays abreast of current trends and developments in automated business information systems by attending courses and system training, reviewing professional publications, and conferring and collaborating with others in the professional community.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in information systems, business, public administration, or related field; and

- Four (4) years of increasingly responsible experience supporting business financial and information systems or software applications.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Enterprise accounting, budgeting, payroll, human resources and data management systems.
- Principles and purposes of data governance policies and procedures and data collection, organization, formatting, and reporting techniques used to ensure consistency and data integrity.
- Operation and integration of educational software on multiple computer platforms; software installation methods and start-up procedures; basic computer system hardware/software diagnostic techniques.
- Cybersecurity, disaster recovery and business continuity best practices.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Understand complex issues and specialized information.
- Work with information and raw data and develop meaningful conclusions for decision making.
- Adapt ways of thinking and working in response to changing job requirements and legal mandates.
- Summarize complex information and write instructional materials; deliver oral presentations for large groups of data system users.
- Think through issues and develop alternatives to solve problems; evaluate alternatives and decide on an appropriate course of action.
- Break down issues or problems into component parts to identify root causes and effects.
- Understand and develop business processes and workflows in order to plan, organize, and coordinate work projects, while managing resources to meet a specific goal.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

January 2024
FLSA: Non-Exempt

CREDENTIALS ANALYST

DEFINITION

Under direction, performs a variety of technical duties involved in monitoring, processing, and analyzing a variety of documents and information to ensure certificated personnel hold valid and appropriate credentials; provides consultation to certificated personnel, applicants, school districts, and others concerning credential eligibility, requirements, procedures, and assignments; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of human resources. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Credentials Analyst in that the latter performs the more complex work assigned to the series, such as custodian of records responsibilities and/or provides technical and functional direction over lower-level staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of professional and technical duties involved in monitoring, processing, and analyzing a variety of documents and information to assure certificated personnel hold valid and appropriate credentials; ensures credentialing activities comply with established guidelines, standards, requirements, laws, regulations, policies, and procedures.
- Provides consultation as the monitoring authority to certificated staff, applicants, school districts, and the public concerning credential eligibility, applications, requirements, and procedures; responds to inquiries and provides technical information concerning related standards, practices, timelines, policies, laws, and regulations; resolves credential issues and problems in a timely manner.
- Inputs and updates credential, application, employee, and related data and information in an assigned computer system; establishes and maintains automated records and files; initiates queries and assists in the generation of a variety of computerized reports and documents; ensures accuracy of input and output data.
- Monitors and audits payroll data; notifies districts of any upcoming payroll holds due to credentialing issues; holds checks as required and releases checks when remedied.
- Prepares and maintains a variety of records, reports, and files related to credentials, applications, status, certificated personnel, permits, waivers, errors, rejections, paychecks, issues, problems, clearances, Temporary County Certificates (TCCs), correspondence, applicants and assigned activities.
- Reviews, evaluates, and processes credential applications; verifies and evaluates applications and

related transcripts, records, and documents to determine eligibility for credentials according to established requirements; requests additional documentation and follow up on credentials as needed.

- Receives and processes credentials, permits, and rejection letters from the State; inputs and processes related information and generates and distributes TCC's (Temporary County Certificates), permits, and credentials to appropriate school districts and personnel; provides signature for TCC's.
- Assists with and ensures proper placement and assignments of certificated staff; monitors expiration date of credentials and ensures employees meet current requirements for renewal; notifies certificated staff of credential expiration dates, issues, and/or problems, and arranges renewal appointments.
- Assists staff with obtaining and renewing credentials and changing credential status; monitors and keeps staff current concerning progress towards meeting credential requirements; notifies individuals of required course work and tests to obtain or clear credential and provides related materials.
- Assists with the annual audit of California Department of Education's California Longitudinal Pupil Achievement Data System (CALPADS) assignment data and the Commission on Teacher Credentialing's authorization data by educator's California Statewide Educator Identifier (SEID) for all the districts in San Mateo county, through the California Statewide Assignment Accountability System (CalSAAS) to determine the results of exceptions that are flagged.
- Maintains current knowledge of State credential requirements, legislation, laws, regulations, policies, and procedures; researches and evaluates related manuals, informational guides, and information as needed.
- Composes and distributes a variety of correspondence related to credentialing and assigned activities; duplicates and distributes materials as needed.
- Attends and participates in various meetings, conferences, and workshops; hosts credentialing workshops for San Mateo County school districts, Office sponsored events, or recruitment events, as assigned.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to an associate degree from an accredited college with major coursework in human resources, education, or a closely related field; and

- One (1) year of progressively responsible experience in human resources working with certificated personnel or credential related functions.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles, techniques, procedures, and terminology involved in the credentialing of certificated personnel.
- Practices and procedures related to certificated personnel.
- Principles and practices of data collection, auditing, and analysis.
- Principles and procedures of record keeping, report writing, and preparation of correspondence and presentations.

- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Monitor, process, and analyze a variety of documents and information to ensure certificated personnel hold valid and appropriate credentials.
- Provide consultation to certificated staff, applicants, school districts, and the public concerning credential eligibility, requirements, and procedures.
- Prepare and maintain a variety of records, reports, and files.
- Assist with proper placement and assignments of certificated staff.
- Receive and process credentials, permits, and rejection letters from the State.
- Verify and evaluate transcripts, records, and applications to determine eligibility for credentials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

December 2023
FLSA: Non-Exempt

CUSTODIAL MAINTENANCE WORKER

DEFINITION

Under general supervision, performs a variety of custodial and routine building maintenance activities involved in maintaining assigned County Office of Education (Office) buildings and facilities in a safe, clean and orderly condition; cleans classrooms, offices, hallways and other facilities as assigned; performs a variety of routine general maintenance and repairs; moves, arranges, and assembles furniture and equipment; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Manager, Facility Services. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing custodial duties in support of the Office's buildings and grounds. Positions at this level perform the full range of duties as assigned working independently and exercising judgment and initiative in their assigned tasks. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from Senior Custodial Maintenance Worker in that the latter is responsible for providing technical and functional direction over lower-level staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of custodial and routine building maintenance activities involved in maintaining assigned Office buildings and facilities in a safe, clean and orderly condition; sweeps, scrubs, mops, strips, waxes and polishes floors; vacuums rugs and carpets in classrooms, offices and other assigned work areas; spot cleans and shampoos carpets.
- Cleans classrooms, offices, hallways and other facilities as assigned; dusts, sanitizes and wipes down desks, tables, furniture, countertops, doors, equipment, walls, windows and woodwork; spot mops spills; removes gum, debris, cobwebs and graffiti as needed.
- Picks up paper and other debris from floors, school grounds, walkways, parking lots and areas adjacent to facilities; sweeps doormats, loading docks, dumpsters and concrete surfaces adjacent to buildings as assigned; empties waste and recycling receptacles; replaces liners.
- Performs a variety of routine general maintenance and repairs; installs, repairs, adjusts and replaces electrical, plumbing and various other parts, components and fixtures such as outlets, washers, flush valves, faucets, drains and toilets; replace light bulbs and ballasts; unclogs drains and repairs leaks.
- Drives a vehicle to pick up and deliver a variety of supplies and equipment such as furniture, classroom

materials, food, office supplies and mail as assigned; load, unload and distribute supplies and equipment; ensures supplies and equipment are secure during delivery.
- Cleans and disinfects drinking fountains and restroom facilities including sinks, toilets and urinals; fills dispensers with towels, soap, toilet paper and other items; cleans mirrors, tile and light fixtures; unclogs drains and toilets.
- Alters, repairs or constructs furniture and articles and structures of wood such as doors, chairs, benches, tables, partitions and desks as assigned; maintains walls and patch holes; replaces tiles; installs, maintains and repairs doors, windows and classroom equipment; applies paint to buildings and facilities.
- Moves, arranges, and assembles furniture and equipment as required; sets up and assembles chairs, tables and other furniture and equipment for meetings and other events as assigned; cleans up furniture, equipment and debris following these events.
- Operates a variety of equipment such as vacuums, mops, buffer/scrubber machines, carpet cleaners and various hand and power tools.
- Directs traffic, staff, and the public in case of emergencies; sets up and takes down signs, caution tape, cones, and other related items as necessary.
- Locks and unlocks doors and gates as appropriate; sets alarms as required; maintains security of assigned areas according to established guidelines.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth (12th) grade; and

- One (1) year of experience in janitorial or custodial work.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Proper cleaning methods, and the safe usage of cleaning materials, disinfectants, custodial tools and equipment.
- Use and minor maintenance of hand and power tools and equipment used in janitorial work.
- Safety practices and equipment related to the work.
- Basic facility maintenance techniques and materials.
- Safe driving rules and practices.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language to effectively perform the work.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Use and operate a variety of custodial equipment, including high-pressure washers, vacuum cleaners, carpet cleaners, buffers, mops, and brooms.
- Clean and care for assigned areas and equipment.
- Perform basic and preventative electrical, carpentry, plumbing, and painting maintenance and repair duties.
- Understand and follow oral and written instructions.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, to effectively perform the work.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp and make repetitive hand movement in the performance of daily duties; possible entry into confined spaces and the use of confined entry equipment to climb and descend ladders, to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various work sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, which may include working on live electrical wires. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes, dust, and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

May 2024
FLSA: Non-Exempt

DATA SPECIALIST

DEFINITION

Under direction, provides support to a variety of data programs within the San Mateo County Office of Education (Office); acts as a liaison and technical resource concerning assigned data sets and systems; prepares and maintains a variety of manual and automated records, reports, and files; collects, inputs, and analyzes the output of data for accuracy and integrity; assists departments, districts, schools, and educational partners with data, data systems, reporting, and compliance; trains users on assigned data sets; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of student and program data collection, reporting, and compliance. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides a variety of data management and quality assurance functions; ensures smooth and efficient student service data collection processes and oversees program/division data reporting; assists in ensuring proper registration, enrollment, attendance accounting and assessment data reporting of students served by Educational Services Division programs.
- Reviews and audits data, records, reports, and files to ensure accuracy, completeness, and compliance with established requirements; makes corrections and notifies staff of corrections as needed; and ensures timely reporting.
- Participates in the preparation and maintenance of various records, reports and files related to students, attendance, enrollment, demographics, grades, student assessments, credits, programs, and assigned activities; verifies accuracy and completeness of records and reports.
- Serves as the liaison for assigned data systems and coordinates with Office staff and service providers on matters involving attendance, student registration, and other student datasets and information between the County Office, schools, staff, faculty, administrators, outside agencies, and others; resolves related issues, conflicts, and discrepancies in a proper and timely manner.
- Trains and provides guidance to assigned local education agency personnel on data systems, their functionality, and Department of Education reporting requirements; serves as a technical resource and subject matter expert concerning data systems and assigned functions; provides technical information concerning compliance, updates, issues, and procedures.
- Prepares and maintains a variety of matrices, charts, and reports; oversees the maintenance of

attendance files, related registrar functions, or other assigned student datasets in preparation of annual audits and/or compliance reporting.
- Conducts training activities for designated internal staff and service providers concerning assigned data system functions; prepares and delivers oral presentations; explains related systems, records, reports, standards, guidelines, practices, procedures, and techniques; develops, maintains, and distributes training materials and maintains a resource reference library for users.
- Provides a variety of administrative support services; maintains and supports database services by adding, removing, and/or editing users; ensures appropriate certification for potential users; and creates access rights to users and user groups.
- Confers and collaborates with technology personnel concerning computer system, software, reporting, maintenance, and query needs and issues; works with staff to resolve issues and malfunctions related to computer systems and software use.
- Compiles, composes, and distributes a variety of correspondence such as letters, announcements, calendars, newsletters, forms, certificates, handbooks, agenda items, website updates, advertisements, and other materials.
- Attends and participates in various meetings and in-services as assigned; presents information and materials related to assigned program, students, registration, enrollment, and other assigned activities; provides recommendations to administrators concerning methods and strategies for enhancing student service processes; stays abreast of Department of Education reporting requirements, regulations, and processes.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to an associate degree from an accredited college with major coursework in education, statistics, computer science, or a closely related field; and

- Three (3) years of increasingly responsible experience in student recordkeeping, data systems, enrollment, registration, attendance, or a closely related field.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Policies, procedures, and requirements of student data collection and reporting from the California Department of Education.
- Educational Services Division or other department's services, standards, requirements, and procedures.
- Uses and operations of data base applications.
- Data control procedures and data entry operations.
- Methods of collecting and organizing data and information.
- Techniques and methods of writing and maintaining user and technical operating instructions and documentation.
- Registration and student enrollment procedures and requirements.
- Record-keeping and report preparation techniques.

- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Understand, and resolve data issues, conflicts, and discrepancies in an accurate and timely manner.
- Plan and facilitate training with multiple partners across agencies within a collaborative structure.
- Implement and maintain multiple database system applications.
- Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials.
- Develop and maintain technical operating instructions and documentation.
- Perform analyses of database requirements and needs; identify, evaluate, and solve data integrity problems and ensure accurate reporting.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

May 2024
FLSA: Exempt

DEPUTY SUPERINTENDENT, BUSINESS SERVICES

DEFINITION

Under administrative direction, supports the educational process with specific responsibilities for leading, planning, developing, coordinating, implementing, directing, and evaluating a variety of business, financial, facility, risk management, maintenance, and operational services to school districts and the County Office of Education (Office); provides highly responsible and complex professional support to the Superintendent; serves as a member of the Superintendent's Cabinet; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Superintendent. Exercises direct supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is an executive classification that oversees, directs, and participates in all activities of Business Services, including short- and long-term planning as well as development and administration of policies, procedures, and services. This class provides assistance to the Superintendent in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, Office functions and activities, including the role of the County Board of Education, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering the Office's mission, goals, and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assumes full management responsibility for all functions and activities of Business Services; develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; collaborates with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Administers County Office fiscal oversight of school district budgets and interim reports for the purpose of ensuring compliance with AB1200 and AB2756 and budgetary compliance with Local Control and Accountability Plan (LCAP).
- Advises and presents to the Districts' Superintendent, Boards, and Chief Business Officials (CBO) on fiscal, budgetary and policy issues for the purpose of enhancing delivery of programs and support services.
- Assesses and manages organizational risks such as insurance coverages, legal strategy, etc. for the

purpose of assisting Districts and Office in determining the best path for program and policy implementation.

- Coordinates and participates in the development, preparation, review, revision, and analysis of County Office and school district budgets and related operations ensuring proper allocations and fiscal solvency, evaluating and projecting annual income and expenditures, and compiling and analyzing costs, for the purpose of providing direction concerning budgetary allocations, revenue calculations, and expenditures.
- Develops internal controls, work processes, and programs for managing the financial operations of the organization for the purpose of ensuring accurate and timely accounting and reporting in accordance with regulatory requirements and established guidelines including budget and reports.
- Directs Maintenance and Operations for the purpose of ensuring consistency with the Facilities Master Plan and the institution's planning and budget priorities.
- Oversees the coordination and distribution of property taxes to districts and Special Education Local Plan Area (SELPA) for the purpose of certifying distribution of property taxes, developing reports, and complying with local and state laws and regulations.
- Directs the management of County Office owned and leased school facilities throughout the County in areas related to facility construction and renovation, custodial services, building and grounds maintenance, site safety and security, telecommunications, property contracts, and facility leases.
- Participates in the collective bargaining process for the purpose of reviewing and recommending appropriate response to collective bargaining proposals and conflicts and supporting the Superintendent in interactions with exclusive bargaining units.
- Provides technical assistance and expertise to Office and school district personnel, administrators, and others for the purpose of serving as a resource for the implementation and maintenance of fiscal and operational programs/services in compliance with all legal requirements.
- Reviews and analyzes organizational business processes and computerized business system (e.g., programming, development, design, installation, operation, maintenance, repair, etc.) for the purpose of ensuring effective technology support for the processes, increasing employee productivity, and improving quality of customer service.
- Serves as a member of the Superintendent's cabinet for the purpose of providing technical information and assistance to the Superintendent regarding Business Services' issues, needs, operations, and activities.
- Supervises the administration of District Financial Services, auditing program, and legal advisory services for the purpose of preparing documents for district payroll, retirement activities, and warrants auditing.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Attends and participates in professional group meetings and various Office committees and advisory groups; stays abreast of current trends and innovations in the field of business services, fiscal controls, budgets, and operational services as they relate to the areas of assignment.
- Monitors changes in laws, regulations, and technology that may affect Office or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Superintendent.
- Maintains and directs the maintenance of working and official departmental files.
- Ensures staff observe and comply with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in accounting, finance, business or public administration or related field; and

Experience:

- Seven (7) years of increasingly responsible experience as a business or fiscal director in a California school district or county office of education.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Accounting, auditing, financial analysis, and budget principles and procedures and their application to a variety of accounting transactions and problems.
- Technical, legal, financial, and public relations problems associated with the management of financial services programs.
- Current trends and practices of school accounting systems and budget management.
- Principles and practices of long range and strategic planning in an educational setting.
- Budget development, administrative practices, and principles of risk management related to the functions of the assigned area.
- Principles and practices of record keeping.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the Business Services Department.

- Develop and monitor budgets and effectively utilize resources.
- Delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer a variety of financial programs and administrative activities.
- Apply strategic planning in an organizational setting.
- Facilitate planning processes and create plans that maximize the utilization of available resources and enhance organizational efficiency.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

February 2024
FLSA: EXEMPT

DIRECTOR, INTEGRATED TECHNOLOGY SUPPORT

DEFINITION

Under general direction, plans, organizes, and directs operations and activities supporting the infrastructure, equipment, and technical processes for Office's enterprise financial system (ERP) and data systems including, but not limited to the California Longitudinal Pupil Achievement Data System (CALPADS), and student information system; coordinates with program management, business services management and school district staff to ensure timely submission of all local, state and federal reports including financial and tax reports, ADA reports, CALPADS submission, and other mandated reports; establishes and implements procedures; supervises, directs work, and evaluates the performance of the Enterprise Systems and Applications Support teams; and performs related duties as assigned.
.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Chief Technology Officer. Exercises direct supervision over professional and technical staff.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating operations and activities supporting Office's ERP and data systems. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include developing and implementing policies and procedures for assigned programs, long- and short-term service delivery planning, and ensuring compliance with regulatory requirements, including mandatory reporting. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff responsible for programming, development, operation, analysis, maintenance and repair of the Office's (ERP) system and student information database applications and related hardware, software and peripherals and for support of collection, data entry and reporting of all data for student programs.
- Participates in the development and implementation of information technology goals, objectives, policies, and priorities; monitors work activities to ensure compliance with established policies and procedures; makes recommendations for changes and improvements to existing standards and procedures.
- Participates in the selection of, trains, motivates, and evaluates assigned staff; works with employees to correct deficiencies; recommends discipline to the Chief Technology Officer.
- Plans, organizes, and directs the collection, data entry and reporting of all student data for Office

Special Education, Court and Community student programs; establishes and maintains reporting timelines, deadlines and priorities; ensures all submissions comply with established standards, requirements, laws, codes, regulations, policies and procedures.

- Directs the development, documentation and implementation of data governance and data quality standards, processes and procedures for use by all Office staff responsible for data entry, processing and reporting; develops, documents, implements, and conducts training for all staff involved with the collection, entry and reporting of data for Office student programs.
- Directs ERP technical operations involved in processing, generating and printing checks, reports, documents. and various other materials; oversees the inputting, updating and formatting of related data; directs activities to assure accuracy and completeness of printing jobs; monitors data entry, processing and reporting provided by Office staff and third-party vendors to assure compliance with established standards, requirements and contract specifications; creates and reviews documentation and ensures data quality standards are being met.
- Designs, develops, implements, and tracks technology projects and systems; estimates and ensures adequate time, staff and resources required for projects; calculates and prepares cost estimates; monitors progress of projects; inspects completed projects for accuracy, completeness and compliance with established specifications and requirements.
- Collaborates with vendors, contractors, service providers, administrators and school districts to develop solutions for technology equipment, software and service needs, problems and malfunctions; receive and respond to staff input concerning technology needs.
- Provides consultation and technical assistance to contractors, personnel, administrators, outside agencies and others concerning data and data governance best practices; responds to inquiries and provide detailed and technical information concerning related standards, requirements, reports, issues, resources, plans, principles, practices, laws, codes, regulations, policies and procedures.
- Coordinates communications, services and information sharing between Office divisions, parents, outside agencies, and the public; establishes and maintains partnerships that facilitate and enhance support for continuous quality improvement of financial and student data collection, entry and reporting services provided by Office.
- Provides technical information and assistance to the Chief Technology Officer in the formulation and development of policies, procedures and programs; advises the Chief Technology Officer of unusual trends or problems and recommend appropriate corrective action.
- Directs and participates in the preparation and maintenance of a variety of records and reports related to projects, devices, systems, changes, software, vendors, personnel and assigned activities.
- Participates in building and implementing ITS strategic plans; assists in the development of ITS's budget.
- Stays abreast of current trends and developments in information technology, ERPs, and data systems by attending courses and system training, reviewing professional publications, and conferring and collaborating with others in the professional community.
- Ensures staff observe and comply with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in information technology, computer science, business administration, or a related field; and

- Seven (7) years of increasingly responsible experience managing programming, development, database operations, analysis, repair, systems development, support operations, or maintenance of computer systems.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.
- Possession of Chief Technology Officer or Certified Educational Technology Leader certification.

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles, practices and methods of database structures, computer programming and system design, on-line applications and system capabilities of technology systems.
- Principles, practices, procedures and techniques involved in the collection, entry and reporting of student data; data gathering tools, data governance and stewardship processes and procedures.
- Data aggregation, formatting and reporting techniques; data management systems and student information systems commonly used in California such as California Longitudinal Pupil Achievement Data System (CALPADS).
- Practices and procedures involved in the preparation, development and negotiation of contracts.
- Customer service and Helpdesk standards, practices, techniques and procedures.
- Principles and practices of project management.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Plan, organize and direct operations and activities involved in the programming, development, operation, analysis, maintenance and repair of designated Office computer systems, databases, hardware, software and peripherals.

- Coordinate projects, personnel, systems maintenance, data processing and communications to meet Office needs.
- Serve as a technical liaison to Office personnel, school districts, the Department of Education and other outside agencies as needed.
- Direct the review, analysis and modification of existing systems and programs; coordinate the design, development, upgrading and implementation of new system applications.
- Supervise and evaluate the performance of third-party vendors.
- Prepare clear and concise technical documentation, information technology procedures, staff reports, and other written materials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

March 2024
FLSA: Exempt

DIRECTOR, DISTRICT BUSINESS SERVICES

DEFINITION

Under direction, plans, organizes, controls, and directs the operations and activities of business and payroll services; coordinates information, resources, and personnel to ensure efficient and accurate support services to all school districts, charter schools, and the San Mateo County Office of Education (Office); directs and participates in the development and implementation of policies and operating procedures; provides highly responsible and complex professional assistance to the Executive Director of District Business Services in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Executive Director, District Business Services. Exercises direct supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating business and payroll services. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include developing and implementing fiscal policies and procedures for assigned programs and ensuring compliance with regulatory requirements. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, controls, and directs operations and activities of District Business and Payroll Services; oversees and participates in finance activities including developing fiscal policies for Districts, certifying State and federal reports, providing information and assistance to County Office and District personnel, and ensures operations comply with established laws, rules, and regulations.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; collaborates with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and Office needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Directs and participates in the development and implementation of policies and operating procedures including fiscal policies for departments and standard operating procedures; provides information and

support to ensure operations are implemented in an accurate and timely manner; monitors activities to ensure compliance with established procedures.

- Coordinates information and resources to ensure efficient and accurate department activities; coordinates meetings and training sessions to provide information to administrators and personnel; serves as liaison to Office personnel, districts, the Department of Education and other outside agencies as needed; provides beta testing services for financial software developed by the Department of Education for school districts and county offices of education; resolves problems, provides information, answers questions and facilitates program activities and operations.
- Directs and participates in the development and implementation of policies and operating procedures of District Payroll Services; processes all payroll related adjustments and monitors activities to ensure compliance with federal and State tax requirements and regulations, California State Teachers Retirement System (STRS) and California Public Employee Retirement System (PERS) rules and reporting, applicable Education Codes and other laws, procedures, and policies related to district payroll reporting and processing.
- Audits, compiles, analyzes, presents, coordinates, and submits school district financial data to the Department of Education, monitors districts' budgets, expenditures, cash, revenue limits, and other indicators of fiscal condition.
- Provides technical expertise, information, and assistance to the Administrator regarding district budgets and financial and accounting activities; assists in the formulation and development of policies, procedures, and programs to ensure an economical, safe, and efficient work environment; advises the Administrator of unusual trends or problems and recommends appropriate corrective action.
- Coordinates the closing of district books; conducts the final review, transmission, and archive of data to the California Department of Education including attendance, revenue limit, County, Special Education Local Plan Area (SELPA) data and other data as assigned.
- Provides training and technical assistance to school districts concerning the development and preparation of various budgets; analyzes and reviews budgetary and financial data; assists school districts with forecasting revenue and expenditures.
- Directs the preparation and maintenance of a variety of narrative and statistical reports, records, and files related to personnel and assigned activities; approves reports submitted by districts; submits reports according to established timelines.
- Processes various financial postings and wire transfers on behalf of the County Superintendent.
- Maintains current knowledge of laws, rules and regulations related to assigned fiscal activities.
- Attends and conducts a variety of workshops and meetings as assigned; serves on assigned committees.
- Coordinates the AB1200 audit review process for County school districts in compliance with State guidelines.
- Ensures staff observe and comply with Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a bachelor's degree from an accredited college or university with major coursework in business administration, finance, accounting, or a closely related field; and

Five (5) years of increasingly responsible experience implementing accounting practices in an educational setting.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of comprehensive financial program development, implementation, and management.
- Accounting, auditing, financial analysis, and budget principles and procedures and their application to a variety of accounting transactions and problems.
- Accounting, budget, and business functions of a County Office of Education and school district.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- SMCOE and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the District Business Services department.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Compile financial and attendance data and prepare related reports.
- Analyze financial data and prepare forecasts and recommendations.
- Serve as liaison to County Office personnel, districts, the Department of Education, and other outside agencies as needed.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.

- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

May 2024
FLSA: Non-Exempt

EDUCATIONAL DATA ANALYST

DEFINITION

Under direction, performs a variety of professional activities in the research, collection, organization, analysis, preparation, processing, interpretation, and reporting of San Mateo County Office of Education (Office) and school district enrollment, testing, program, and a variety of other data; utilizes computer systems to input and extract data; maintains automated records and generates a variety of technical reports and documents; and performs other duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing professional duties in support of learning analytics. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of professional activities involved in the research, collection, organization, analysis, preparation, processing, interpretation and reporting of Office and school district enrollment, testing, program, and a variety of other data; verifies and maintains accuracy and integrity of data and reports.
- Inputs, processes, and extracts a variety of data in an assigned computer system; establishes and maintains automated records and files; initiates queries, formats data, develops spreadsheets and generates a variety of computerized reports and documents related to student test results, enrollment, assessment, and programs; ensures accuracy and completeness of input and output data.
- Contacts school districts to request and collect a variety of statistical data and information; ensures data is recorded, analyzed, and reported according to established procedures and timelines; distributes data, findings and reports to appropriate school district and Office staff, administrators, sites, and the California Department of Education.
- Prepares a variety of narrative and statistical lists, records, and reports related to educational data at all levels including county, district, schools, students, and teachers; compares data and identifies errors and discrepancies; makes corrections, additions, and modifications as needed.
- Serves as a technical resource to Office staff, administrators, school districts, outside agencies and the public concerning assigned projects and studies and related research, analysis, and statistics; responds to inquiries and provides detailed and technical information concerning related findings, reports, data, information, practices, standards, requirements, and procedures.
- Participates in monitoring and analyzing Office and school district programs for educational effectiveness, outcomes, and operational efficiency; provides input concerning the development and

implementation of practices, policies, programs, projects, and procedures to enhance educational effectiveness, outcomes, and operational efficiency.
- Provides Office and school district administrators with assistance in the development and preparation of a variety of reports, and the collection, organization, analysis, interpretation, and presentation of data; develops and generates tables and graphics to enhance data presentation and reporting as needed.
- Receives and evaluates requests for data, statistical analysis, and research projects; designs strategies to complete assignments; develops and implements research activities and methods of statistical data collection, analysis, and presentation for assigned projects.
- Communicates with personnel and various outside agencies to exchange information and resolves issues or concerns.
- Designs, develops, and utilizes a variety of measurement instruments such as tests, surveys, and questionnaires as directed.
- Provides support to county office staff in researching and writing grants.
- Observes and complies with all Office and mandates safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in mathematics, psychology, statistics, social science, computer science, or a closely related field; and

- Two (2) years of progressively responsible experience involved in statistical research compilation, analysis, and presentation of data.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles, practices, procedures, and techniques involved in the research, collection, analysis, interpretation, and reporting of statistical data.
- Data collection information systems and statistical software.
- Computerized data collection, management, manipulation and distribution requirements for analysis and reporting functions.
- Principles, methods, and procedures of developing queries and formatting data.
- Record retrieval and storage systems.
- Data control procedures and data entry operations.
- Survey instruments, techniques, and methodology.
- Report writing and statistical record-keeping techniques.
- Data verification and clean-up procedures.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules

of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform a variety of professional activities involved in the research, collection, organization, analysis, preparation, processing, interpretation and reporting of County Office and school district enrollment, testing, program, and a variety of other data.
- Utilize an assigned computer system to input and extract data, maintain automated records, and generate a variety of statistical reports and documents.
- Develop automated complex queries and format data.
- Review and verify input and output data to assure accuracy and efficiency.
- Assemble, organize, and prepare data for records and reports.
- Serve as a technical resource concerning assigned projects, reports, and related research, analysis, and statistics.
- Interpret findings and analyze data and provide related recommendations.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

February 2024
FLSA: Non-Exempt

ENTERPRISE SYSTEMS ASSISTANT

DEFINITION

Under general supervision, performs a variety of computer operations involved in processing, generating and printing checks, reports, documents and various other materials; performs electronic file transfers; orders supplies and materials; schedules equipment maintenance and repair and assists with inventory; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a journey-level classification in the Enterprise Systems series responsible for independently performing computer operations such as processing and generating reports and performing electronic file transfers. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Utilizes computers and peripheral equipment to input and update data, provide links to data, and generate payroll and accounts payable checks and a variety of documents and reports; initiates queries, compiles information, processes reports and manipulates data as appropriate.
- Sorts and reviews printing, data, document and reporting requests; develops and maintains printing schedules and timelines; prepares requests for processing; reviews completed printing jobs for completeness and accuracy.
- Transfers electronic files for payroll and accounts payable to outside agencies.
- Establishes, maintains and updates automated records and files; maintains data integrity; prepares and stores backup data files in accordance with established procedures; monitors available system disk space; moves and resizes files to provide for program running as needed; maintains library of back-up files.
- Monitors computer hardware and software system operations to assure proper and efficient functioning; performs a variety of general computer maintenance functions such as rebooting systems, performing restores, and running maintenance applications.
- Maintains tracking system for WiFi hot spots and mobile phones; notifies service provider of new connection and disconnect requests; transfers service requests to provider.
- Performs routine preventive maintenance on printers and related peripherals; coordinates equipment maintenance and repair with vendor; maintains inventory of toner, maintenance kits, paper stock, and related supplies.
- Maintains a variety of records related to production, back-up data files and assigned activities.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.

- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to completion of the twelfth (12th) grade.

Experience:
- Three (3) years of experience involving data processing and computer operations.

Licenses and Certifications:

- None.

Knowledge of:

- Principles, methods and procedures of operating computers and peripheral equipment.
- Data control procedures and data entry operations.
- Principles and practices of data management and report preparation techniques.
- Record-keeping and inventory techniques.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Initiate queries, compile information, process reports and manipulate data as appropriate.
- Maintain data integrity and prepare backup data files.
- Type or input data at an acceptable rate of speed.
- Provide assistance to system users concerning software applications, operations and malfunctions.
- Detect errors and inaccuracies in data output reports.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate

in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

July 2024
FLSA: Exempt

ENTERPRISE SYSTEMS DATABASE ADMINISTRATOR

DEFINITION

Under direction, performs a variety of specialized duties in the operation, development, maintenance, and analysis of assigned financial enterprise (ERP) system database, servers, and backup solutions to meet the needs of the San Mateo County Office of Education (Office), and its districts and charter schools; ensures security and reliability of stored data and smooth running of databases and systems by identifying requirements and resolving computer processing problems; and performs other duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level professional classification in the Enterprise Systems series is responsible for independently performing duties in support of the operation, development, maintenance, and analysis of Office's enterprise financial systems. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides technical support to Office staff, County school districts, and charter school financial enterprise (ERP) system technology users; makes necessary alterations and assures proper functioning of ERP system and databases; researches production problems and implements corrective actions; troubleshoots, diagnoses, and resolves various system malfunctions.
- Establishes and maintains ERP system user accounts; provides disaster recovery support and restores user files as necessary.
- Provides for the effective and efficient storage, retrieval, customization and archiving of computerized data; troubleshoots and resolves database problems; ensures data integrity; facilitates the collection, management, manipulation, reporting and distribution of computerized data used for analysis.
- Maintains ERP database performance by calculating optimum values for database parameters; ensures proper system security and archival procedures; runs anti-virus programs and installs and updates security applications, firewalls and patches as needed.
- Monitors available ERP system disk space; moves and resizes files as necessary to provide for program running, ensure database integrity and enhance system performance; prepares backup data files in accordance with established procedures as required.
- Programs, develops, modifies, and analyzes ERP system, database and related applications to meet Office needs, resolves data problems and provides for system enhancements as required; designs, codes, tests and implements new databases and system applications as required.
- Writes code and database queries to generate reports and files to meet Office and district user needs;

provides programming support for data integration projects.
- Provides technical support to computer programming and operations staff; coordinates with networking staff concerning data security and firewall issues.
- Communicates with technology users and various outside agencies to exchange information, coordinate activities and resolve issues or concerns; documents service tickets in a timely manner to provide sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.
- Stays abreast of current trends and developments in ERP systems database management; evaluates and recommends new technologies for effectiveness in meeting the business requirements and objectives of technology users.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to a bachelor's degree in computer science or related field.

Experience:
- Five (5) years of increasingly responsible experience in the operation, development, analysis, modification and maintenance of computer database systems.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles, practices, procedures and methods involved in the operation, development, analysis, modification, maintenance and repair of computer database systems.
- Database structures, on-line applications and system capabilities of computer systems.
- Principles, practices and techniques of database structures, system enhancements and computer programming.
- Computerized data collection, management, manipulation and distribution requirements for analysis and reporting functions.
- Principles, practices and methods of database structures, computer programming and system design.
- Database system utilities and design and program applications.
- Principles and practices of data processing as applied to automation of office procedures.
- Record retrieval and storage systems.
- Cybersecurity, disaster recovery and business continuity best practices.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Program, develop, modify and analyze assigned computer systems, databases and applications to meet Office needs, resolve data problems and provide for system enhancements as required.
- Troubleshoot, diagnose and resolve various system malfunctions.
- Ensure proper functioning of assigned systems and databases.
- Modify database systems to enhance system performance and presentation of data.
- Install, update and maintain operating systems and software.
- Implement necessary alterations to enhance and assure proper functioning of assigned databases.
- Perform a variety of database administration activities.
- Analyze situations accurately and adopt an effective course of action.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

December 2023
FLSA: Exempt

ENTERPRISE SYSTEMS OPERATIONS ANALYST

DEFINITION

Under direction, performs a variety of specialized activities involved in the data collection and reporting of financial and retirement data for San Mateo County Office of Education (Office), County school districts, and charter schools; processes a variety of enterprise systems records, performs system enhancements, and resolves data problems to meet the needs of Office and client school district technology users; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level professional classification in the Enterprise Systems series is responsible for independently performing duties in support of the data collection and reporting of financial and retirement data. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Executes a variety of enterprise financial system processes and queries to generate financial and retirement data files and reports for distribution to Office users and outside agencies such as federal and state tax agencies, California Public Employees' Retirement System (CalPERS), California State Teachers' Retirement System (CalSTRS), California School Employees' Association (CSEA), employee benefits providers, and financial institutions.
- Facilitates the collection, management, manipulation, reporting and distribution of computerized financial data used for analysis; verifies integrity of data in new systems.
- Reviews and analyzes computerized financial records and reports to assure accuracy and detect processing errors; modifies systems and applications to resolve errors as needed; determines appropriate error corrections for software and corrects existing data as necessary.
- Reviews, analyzes and modifies existing enterprise financial system and related programs as necessary; prioritizes and responds to requests concerning existing computer systems and programs; evaluates system performance and utilization; modify programs and systems to enhance operations.
- Provides technical support to Office staff and school district technology users; responds to inquiries and provides training and information concerning the proper use and operation of enterprise financial system and related programs; assists staff with resolving system problems and provides data processing solutions.
- Prepares and maintains a variety of records and reports related to enterprise financial system programs, files, layouts, enhancement requests, errors and assigned activities; utilizes system to initiate queries

and generate computerized reports as requested.
- Communicates with technology users and various outside agencies to exchange information, coordinate activities and resolve issues or concerns; documents service tickets in a timely manner to provide sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.
- Stays abreast of current trends and developments in enterprise data systems and financial reporting; evaluates and recommends new technologies for effectiveness in meeting the business requirements and objectives of technology users.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to a bachelor's degree in computer science or related field.

Experience:
- Three (3) years of increasingly responsible experience involving the development of computer systems, databases, and applications.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles, practices and techniques used in the development, maintenance and analysis of computer systems, databases and applications.
- Principles, methods and procedures of operating computers and peripheral equipment.
- Computerized data collection, management, manipulation and distribution requirements for analysis and reporting functions.
- Database structures, on-line applications and system capabilities of Office computer systems.
- Techniques of testing and debugging computer programs.
- Record-keeping and system documentation techniques.
- Basic cybersecurity, disaster recovery and business continuity best practices.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Facilitate the collection, management, manipulation, reporting and distribution of computerized data used for analysis.
- Review, analyze and modify existing enterprise system and related programs as necessary.

- Analyze requests for enterprise system additions and revisions.
- Maintain various records related to work performed.
- Analyze situations accurately and adopt an effective course of action.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

March 2024
FLSA: Exempt

EXECUTIVE DIRECTOR, DISTRICT BUSINESS SERVICES

DEFINITION

Under general direction, plans, organizes, controls, and directs the allocation of departmental resources to ensure fiscal compliance of San Mateo County school districts; establishes directional focus for the district fiscal support and payroll audit units and assigned staff; coordinates distribution of financial, payroll, and fiscal information to school districts ensuring timely and accurate financial data is submitted to the appropriate governmental organization in accordance with local, state, and federal reporting guidelines; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Deputy Superintendent of Business Services. Exercises direct supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a department director classification that oversees, directs, and participates in all activities of the District Business Services department, including short- and long-term planning as well as development and administration of department policies, procedures, and services. This class provides assistance to the Deputy Superintendent in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, Office functions and activities, including the role of the Board of Education, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering the Office's mission, goals, and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, controls, and directs the allocation of departmental resources to ensure fiscal compliance of school districts; coordinates distribution of financial, payroll, and fiscal information to school districts ensuring timely and accurate financial data is submitted to the appropriate governmental organization in accordance with local, state, and federal guidelines.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; collaborates with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the department's service by developing, reviewing, and

implementing policies and procedures to meet legal requirements and Office needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.

- Provides technical expertise to internal departments, school districts, charter schools, county offices of education, the Department of Education, Fiscal Crisis and Management Assistance Team (FCMAT) and others; analyzes ledgers postings, revenue projections, financial spreadsheets, and other documents and provides assistance in the completion of district financial activity as needed; approves and/or prepares board letters approving financial conditions of school districts.
- Provides resources, information, and data to school districts as requested; contacts state agencies, local agencies, or other external resources to provide the information necessary to the school district or charter school in a timely manner.
- Coordinates, conducts, and attends workshops/training sessions and various meetings; compiles materials, determines effective methods of distributing information, and collaborates with staff and administrative support to provide handouts and related information.
- Coordinates and directs the resolution of issues related to California Public Employees Retirement System (PERS) and State Teachers Retirement System (STRS) retirement reporting and quarterly/annual payroll tax reporting between agencies and the Payroll Manager, Districts, and Director, District Business Services.
- Supports the implementation, usage, improvement, communication, and training related to the County-wide financial Enterprise Resource Planning (ERP) software program; coordinates with appropriate vendors to ensure optimal usage and organizational needs are met.
- Maintains current knowledge of trends, practices, and local, state, and federal programs, laws, codes, regulations, and pending legislature related to assigned activities; directs the modification of functions, policies, and procedures to meet local, state, and federal requirements as appropriate; provides leadership and direction in developing new and innovative services.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Deputy Superintendent, Business Services.
- Maintains and directs the maintenance of working and official departmental files.
- Ensures staff observe and comply with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to the completion of a bachelor's degree from an accredited college or university with major coursework in business administration, public administration, or a closely related field.

Experience:

- Five (5) years of increasingly responsible experience in business services or school business accounting and two (2) years of supervisory experience.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Planning, organization, and direction of the allocation of departmental resources to ensure fiscal compliance of Office school district revenue limit projection and charter school funding.
- Accounting practices of school finance.
- State Teachers Retirement System (STRS) and California Public Employees Retirement System (PERS) reporting requirements.
- Principles and practices of long range and strategic planning in an educational setting.
- Budget development, administrative practices, and general principles of risk management related to the functions of the assigned area.
- Principles and practices of record keeping.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the District Business Services Department.
- Develop and monitor budgets and effectively utilize resources.
- Delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Establish directional focus for the district Fiscal Support and Payroll Audit units and assigned coordinators.
- Coordinate distribution of financial, payroll, and fiscal information to school districts ensuring timely and accurate financial data is submitted to the appropriate governmental organization in accordance with local, state, and federal reporting guidelines.
- Ensure compliance with PERS/STRS reporting and quarterly/annual payroll taxes.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with

individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

March 2024
FLSA: Exempt

EXECUTIVE DIRECTOR, INTERNAL BUSINESS SERVICES

DEFINITION

Under general direction, plans, organizes, controls, and directs Internal Business Services of the San Mateo County Office of Education (Office) including the development and administration of the Office operating budget; directs purchasing, payroll, and centralized accounting; directs and participates in the financial review of programs and grant activities; provides highly responsible and complex professional assistance to the Deputy Superintendent in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Deputy Superintendent, Business Services. Exercises direct supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a department director classification that oversees, directs, and participates in all activities of the Internal Business Services department, including short- and long-term planning as well as development and administration of department policies, procedures, and services. This class provides assistance to the Deputy Superintendent in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, Office functions and activities, including the role of the County Board of Education, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering the Office's mission, goals, and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, controls, and directs all activities of the Office Internal Business department; directs budget development, management and control of the Office operating budget, and preparation of official financial statement and reports, interim reports, and unaudited actual financial reports for the California Department of Education.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; collaborates with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and Office needs; continuously

monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.

- Manages the operations related to the general ledger and centralized accounting services, certificated and classified payroll, benefits, accounts payable and disbursements, revenue forecasting, control and cash flow management, expenditure forecasting, accounts receivable, special projects and grants accounting, and the archival records storage.
- Directs the procurement of products and materials including school and office supplies, office and maintenance equipment, vehicles, and capital building projects and maintenance items; prepares bid specifications, conducts bid review and compliance, manages contracts, and oversees stores inventory control; communicates with outside vendors, contractors, and suppliers for bid and contract requirements and provisions, facility construction, renovations projects, and related.
- Directs and participates in financial review and analysis of Office programs including grant funding, budgets, and applications review; collaborates with program managers, division heads, and administrative staff to provide feedback and analysis.
- Prepares for and manages the annual audit process and activities related to the completion of audit process.
- Manages debt service financial instruments, contracts, and property leases and contributes fiscal impact analysis for negotiations.
- Maintains current knowledge of trends, practices, and local, state, and federal programs, laws, codes, regulations, and pending legislature related to assigned activities; directs the modification of functions, policies, and procedures to meet local, state, and federal requirements as appropriate; provides leadership and direction in developing new and innovative services.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Superintendent and Deputy Superintendent.
- Maintains and directs the maintenance of working and official departmental files.
- Ensures staff observe and comply with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in business administration, public administration, or a closely related field.

Experience:

- Five (5) years of increasingly responsible experience in finance, accounting, and business administration with two (2) years of supervisory experience.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Financial research and analysis methods and procedures.
- Principles and practices of contract management.
- Principles and practices of long range and strategic planning in an educational setting.
- Budget development, administrative practices, and general principles of risk management related to the functions of the assigned area.
- Principles and practices of record keeping.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the Internal Business Services Department.
- Develop and monitor budgets and effectively utilize resources.
- Delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Direct the preparation of official financial statements and reports.
- Implement and maintain accurate financial and accounting systems.
- Effectively administer projects with contractual agreements and ensure compliance with contractual and grant funded obligations.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

January 2024
FLSA: Exempt

EXECUTIVE DIRECTOR, PERSONNEL COMMISSION

DEFINITION

Under administrative direction, plans, organizes, and provides direction and oversight for all functions and activities of the Merit System employment program for classified employees in accordance with the Education Code, Personnel Commission rules and regulations, and state and federal labor laws; coordinates recruitment, interviewing, testing, selection, and placement of classified personnel; manages the classification and compensation program for classified employees; serves as Executive Secretary to the Personnel Commission; provides highly responsible and complex professional assistance to the Superintendent in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Personnel Commission. Exercises general direction and supervision over assigned supervisory, professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a department director classification that oversees, directs, and participates in all activities of the Personnel Commission Services Department, including short- and long-term planning as well as development and administration of department policies, procedures, and services. This class provides assistance to the Superintendent in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, Office functions and activities, including the role of the Personnel Commission, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering the Office's mission, goals, and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assumes full management responsibility for all functions and activities of the Merit System employment program for classified employees in accordance with the Education Code, Personnel Commission rules and regulations, and collective bargaining agreements.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments, as necessary.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.

- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and Office needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Directs and oversees the recruitment, qualifications assessment, and examination of classified employees; directs the development and administration of employee selection plans including written, performance, and oral board examinations; sets examination pass points and prepares job eligibility lists; responds to questions and resolves issues concerning the employment testing process; reviews background check information and certifies job candidates for permanent or temporary position vacancies.
- Serves as the Executive Secretary to the Personnel Commission; prepares meeting agenda items; conducts research and prepares special reports requested by the Personnel Commission; oversees preparation of meeting minutes and prepares the Commission's annual report.
- Maintains the job classification plan for classified management and non-management positions; arranges job classifications into occupational groups, conducts job analysis, develops class descriptions for new positions, and recommends salary range placements for Personnel Commission action; coordinates job reclassification studies and recommends revisions to existing class descriptions.
- Manages administration of the compensation program for classified employees including salary step placement for new permanent and temporary hires, and step advancement for current employees; recommends salary schedules and classification pay ranges to the Superintendent for approval.
- Drafts policies and regulations for inclusion in the Merit System policy manual on subjects enumerated in applicable sections of the Education Code, and federal and state statutes; administers Merit System policies and makes decisions on the application of rules on a variety of employment matters; interprets and applies state and federal employment laws and administrative regulations.
- Confers with collective bargaining group representatives to review and resolve a variety of personnel issues concerning the application of Merit System rules and regulations; responds to grievances filed under Merit System procedures concerning matters under Personnel Commission authority.
- Coordinates Personnel Commission disciplinary hearing procedures including reviewing issues to be brought before the Commission for adjudication, organizing evidence to be presented at the hearing, compiling witness lists, and preparing communications on behalf of the Personnel Commission; advises the Personnel Commission on all aspects of the hearing process.
- Assists County Superintendent of Schools, division heads, department heads, managers, site administrators, employees, and employee group representatives to understand the classified employment testing, selection, classification, compensation, position transfer, seniority, demotion, promotion, layoff, and reemployment practices and procedures.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Attends and participates in professional group meetings and various Office committees and advisory groups; stays abreast of current trends and innovations in the field of human resources, classification, compensation, and personnel services as they relate to the areas of assignment.
- Monitors changes in laws, regulations, and technology that may affect Office or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned.
- Maintains and directs the maintenance of working and official departmental files.
- Ensures staff observe and comply with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to bachelor's degree from an accredited college or university with major coursework in human resources, public administration, or a closely related field; and

- Ten (10) years of increasingly responsible experience in public personnel management, merit system administration, public sector civil service, or a closely related field.

Licenses and Certifications:

- Requires possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Budget development, contract administration, administrative practices, and general principles of risk management related to the functions of the assigned area.
- Merit or Civil Service System authority, functions, and governing procedures in public service employment.
- Current practices in public sector personnel management including employee recruitment, candidate assessment, position classification, and compensation.
- Uniform guidelines on Employee Selection Procedures.
- Research and statistical methods and their application to administering a range of personnel functions including analyzing community wage data, recommending compensation ranges, setting examination pass points, and preparing employment and statistical reports.
- Job analysis and position classification evaluation methodologies.
- Principles and practices of record keeping.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the Personnel Commission Services Department.
- Develop and monitor budgets and effectively utilize resources.
- Delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Research personnel management issues, and develop staff reports and proposals for Personnel Commission review and action.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

January 2024
FLSA: Exempt

EXECUTIVE DIRECTOR OF STRATEGY & COMMUNICATIONS

DEFINITION

Under administrative direction, plans, organizes, manages, and provides direction and oversight for all functions and activities of the Strategy and Communications Department; plans, directs, and implements comprehensive County-wide public affairs, community relations, marketing, advertising, outreach, and media relations programs and activities; coordinates assigned activities with other County Office of Education (Office) divisions, departments, officials, outside agencies, and the public; fosters cooperative working relationships among Office divisions and departments, and with the media, community groups, and various public and private groups; provides highly responsible and complex professional assistance to the Superintendent in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Superintendent. Exercises general direction and supervision over assigned supervisory, professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a department director classification that oversees, directs, and participates in all activities of the Strategy & Communications Department, including short- and long-term planning as well as development and administration of department policies, procedures, and services. This class provides assistance to the Superintendent in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, Office functions and activities, including the role of the Board of Education, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering the Office's mission, goals, and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assumes full management responsibility for all marketing, communications, strategy, and public affairs functions, services, and activities, including public, government, and community relations, advertising, media relations, and internal and external communications.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and

performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.

- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and Office needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Leads the formulation, strategic development, implementation, and evaluation of the Office's communications, marketing, and community relations programs, projects, and activities.
- Serves as a liaison and coordinates public relations and information between administrators, staff, media representatives, community groups, local, State, and Federal agencies, and the public to facilitate awareness of various Office operations, programs, functions, resources, and events; establishes and maintains contacts with members of the media, community groups, educational organizations, and departments and divisions.
- Oversees the preparation and distribution of media communications and secures media placements to promote Office programs, activities, and accomplishments.
- Manages crisis communication to mitigate negative media coverage relative to controversial issues and to manage public safety information during an emergency or natural disaster.
- Meets and confers with administrators, staff, students, and the public to obtain and determine information appropriate for publication and promotion as part of program assessment processes.
- Directs the management and design of Office's website and social media platforms to ensure compliance and consistency with design standards and guidelines.
- Directs the management of the Office's image and brand, including review of materials developed by other departments and divisions for public distribution and marketing programs, projects, and issues of importance.
- Coordinates assigned programs and services with other Office departments and divisions to establish marketing and communication processes and procedures reflective of organizational goals.
- Develops, proposes, and takes proactive steps to build positive relationships with key administrators, business, civic, and community leaders, and with members of the media.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Attends and participates in professional group meetings and various Office committees and advisory groups; stays abreast of new trends and innovations in the field of marketing, strategy, and communications programs and services as they relate to the areas of assignment.
- Monitors changes in laws, regulations, and technology that may affect Office or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Superintendent.
- Maintains and directs the maintenance of working and official departmental files.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Ensures staff observe and comply with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to bachelor's degree from an accredited college or university with major coursework in communications, public affairs, journalism, or a closely related field; and

- Ten (10) years of increasingly responsible experience at a senior level in public relations, public affairs, media, advocacy communications, or a closely related field.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Budget development, contract administration, administrative practices, and general principles of risk management related to the functions of the assigned area.
- Principles, practices, and procedures related to reporting and news writing.
- Recent and on-going developments, current literature, and sources of information related to public relations.
- Principles, practices, and techniques used in the conduct of an effective marketing program, including branding, organizational/public communication, and community, government, and media relations.
- Principles and practices of content management and production of publications and marketing material.
- Contemporary issues of inclusion, social justice, diversity, access, and equity as related to education.
- Methods and techniques for the development of presentations, business correspondence, research, and reporting, and information distribution.
- Principles and practices of record keeping.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the Strategy and Communications Department.
- Develop and monitor budgets and effectively utilize resources.
- Delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer a variety of marketing and communications programs, projects, and administrative activities.
- Analyze and make sound recommendations on complex community and intergovernmental relations, media relations, community outreach and public affairs.
- Plan and direct a broad range of programs and services directed to building and maintaining the Office's image in the community and with key stakeholders.
- Manage content and production of publications and marketing materials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

December 2023
FLSA: Non-Exempt

EXECUTIVE ASSISTANT

DEFINITION

Under direction, performs a variety of highly responsible and complex administrative and secretarial support services for assigned executive management; acts as the first point of contact for assigned executive and provides information to the public and staff requiring considerable knowledge of Office and department services, policies, and procedures; compiles information and prepares, reviews, processes, and/or maintains a variety of detailed and complex lists, databases, computerized systems, spreadsheets, records, and reports; coordinates, schedules, and maintains the calendar of assigned executive management; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This classification is responsible for performing highly responsible and complex administrative support to executive management. Incumbents perform a variety of administrative support work for the assigned executive and associated staff. The work requires extensive public contact, the frequent use of tact, discretion, and independent judgment, knowledge of Office activities, and the ability to conduct independent projects. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities originating at an agency-wide level require a broader understanding of Office functions and the capability of relieving assigned executive management of day-to-day administrative and coordinative duties. This class is further distinguished from the Executive Assistant to the Superintendent in that the latter is specifically assigned to the Superintendent of the Office.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of highly responsible and complex administrative and secretarial support services for assigned executive management; ensures efficient office operations, and proper and timely completion of projects and activities; plans, coordinates, and organizes office activities.
- Serves as the primary administrative assistant to assigned executive management; serves as a liaison and coordinates communications, public relations and information between assigned executive management, staff, school districts, public agencies, the general public, and other related parties; identifies and resolves issues or concerns if needed.

- Receives, screens, routes, and responds to incoming telephone calls and e-mails from staff, external agencies, officials, and/or the general public; provides information and responds to related questions or requests (e.g., operations, functions, activities, regulations, policies, and procedures related to the assigned area); addresses and resolves issues and concerns; refers issues to the appropriate staff or department as needed.
- Composes, types, formats, and proofreads a variety of documents and correspondence including presentations, letters, emails, forms, bulletins, memoranda, agenda items, reports, and related materials; reviews and revises for punctuation, spelling, and grammar.
- Coordinates, schedules, and maintains the calendar of assigned executive management, including various activities, meetings, conferences, events, training sessions, and appointments; coordinates travel, conference arrangements, and related activities and events; takes, transcribes, and distributes minutes as appropriate.
- Compiles information and prepares, reviews, processes, and/or maintains a variety of detailed and complex lists, databases, computerized systems, spreadsheets, records, and reports related to correspondence, contracts, financial activity and assigned duties; establishes and maintains filing systems; maintains and order office supplies.
- Provides support in the preparation of the department budget; monitors and tracks expenditures including creating, reviewing, and processing payroll, purchase requisitions, reimbursements, and/or purchase orders.
- Performs related special projects and prepare various forms and reports on behalf of the assigned executive management; attends to administrative details on special matters as assigned.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to an associate degree with major coursework in public administration, business administration or a related field; and

- Four (4) years of increasingly responsible experience providing office management and/or administrative support to executives.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Organization and function of public agencies, including the role of a elected Board, cabinet, and appointed boards and commissions.
- Administrative office operations and functions.
- Principles and practices of business documentation composition and development.
- Practices and methods of office management and administration, including the use of standard office equipment.

- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematic principles.
- Principles and practices of record keeping and records management.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform varied, confidential, and responsible office administrative work requiring the use of judgment, tact, and discretion.
- Make accurate arithmetic, financial, and statistical computations.
- Understand the organization and operation of Office and of outside agencies as necessary to assume assigned responsibilities.
- Participate in the preparation of the department budget, including tracking and monitoring expenditures.
- Demonstrate a high level of sensitivity, tact, discretion, and professionalism in representing the executive management to other staff and external agencies.
- Maintain professionalism and composure, and handle disputes and complaints in a calm, courteous, and tactful manner.
- Prepare and maintain accurate and precise written documents such as reports, records, forms, agendas, presentations, and correspondence.
- File and maintain automated and hardcopy records with accuracy.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to the work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers

open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

May 2024
FLSA: Non-Exempt

EXECUTIVE ASSISTANT – CONFIDENTIAL

DEFINITION

Under direction, performs a variety of highly responsible, confidential, and complex administrative and secretarial support services for assigned executive management; acts as the first point of contact for assigned executive and provides information to the public and staff requiring considerable knowledge of Office and department services, policies, and procedures; compiles information and prepares, reviews, processes, and/or maintains a variety of detailed and complex lists, databases, computerized systems, spreadsheets, records, and reports; coordinates, schedules, and maintains the calendar of assigned executive management; handles and maintains documents, information and/or reports related to the Office's collective bargaining activities; and performs related duties as required.

Employees in this classification are designated as "confidential employees" as this term is used within the Educational Employment Relations Act (EERA), 3540.1(c). As such, employees in this classification assist management personnel with developing collective bargaining proposals and/or have regular access to information which contributes to the development of management's collective bargaining positions and/or labor relations strategies.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This classification is responsible for performing highly responsible and complex administrative support to executive management and associated staff. The work requires extensive public contact, the frequent use of tact, discretion, and independent judgment, knowledge of Office activities, and the ability to conduct independent projects. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities originating at an agency-wide level require a broader understanding of Office functions and the capability of relieving assigned executive management of day-to-day administrative and coordinative duties. This class is further distinguished from the Executive Assistant in that the latter are not designated as "confidential employees" and do not perform duties that involve assisting management personnel with developing collective bargaining proposals and/or having regular access to information which contributes to the development of management's collective bargaining positions and/or labor relations strategies. This class is further distinguished from the Executive Assistant to the Superintendent in that the latter is specifically assigned to the Superintendent of the Office.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of highly responsible, confidential, and complex administrative and secretarial support services for assigned executive management; ensures efficient office operations, and proper and timely completion of projects and activities; plans, coordinates, and organizes office activities.
- Serves as the primary administrative assistant to assigned executive management; serves as a liaison and coordinates communications, public relations and information between assigned executive management, staff, school districts, public agencies, the general public, and other related parties; identifies and resolves issues or concerns if needed.
- Receives, screens, routes, and responds to incoming telephone calls and e-mails from staff, external agencies, officials, and/or the general public; provides information and responds to related questions or requests (e.g., operations, functions, activities, regulations, policies, and procedures related to the assigned area); addresses and resolves issues and concerns; refers issues to the appropriate staff or department as needed.
- Handles and maintains documents, information and/or reports related to the Office's collective bargaining activities, including attending meetings, taking minutes, and providing access to information in support of labor negotiations and/or contract administration; maintains confidentiality of critical documents, reports, and/or information.
- Composes, types, formats, and proofreads a variety of documents and correspondence including presentations, letters, emails, forms, bulletins, memoranda, agenda items, reports, and related materials; reviews and revises for punctuation, spelling, and grammar.
- Coordinates, schedules, and maintains the calendar of assigned executive management, including various activities, meetings, conferences, events, training sessions, and appointments; coordinates travel, conference arrangements, and related activities and events; takes, transcribes, and distributes minutes as appropriate.
- Coordinates logistics for both internal and external meetings, conferences, trainings, workshops, and other events; coordinates facility reservations, catering, contracts, advertising, promotion, ticketing, invoicing, and other necessary processes; sets up equipment and supplies for meetings and other events as needed; takes, transcribes and distributes minutes as directed.
- Compiles information and prepares, reviews, processes, and/or maintains a variety of detailed and complex lists, databases, computerized systems, spreadsheets, records, and reports related to correspondence, contracts, financial activity and assigned duties; establishes and maintains filing systems; maintains and orders office supplies.
- Provides support in the preparation of the department budget; monitors and tracks expenditures including creating, reviewing, and processing payroll, purchase requisitions, reimbursements, and/or purchase orders.
- Performs related special projects and prepares various forms and reports on behalf of the assigned executive management; attends to administrative details on special matters as assigned.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to an associate degree with major coursework in public administration, business administration or a related field; and

- Four (4) years of increasingly responsible experience providing office management and/or administrative support to executives.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Organization and function of public agencies, including the role of an elected Board, cabinet, and appointed boards and commissions.
- Administrative office operations and functions.
- Principles and practices of business documentation composition and development.
- Practices and methods of office management and administration, including the use of standard office equipment.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematic principles.
- Principles and practices of record keeping and records management.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Maintain confidentiality and discretion in handling and processing confidential information and data related to the collective bargaining process.
- Perform varied, confidential, and responsible office administrative work requiring the use of judgment, tact, and discretion.
- Make accurate arithmetic, financial, and statistical computations.
- Understand the organization and operation of the Office and of outside agencies as necessary to assume assigned responsibilities.
- Participate in the preparation of the department budget, including tracking and monitoring expenditures.
- Demonstrate a high level of sensitivity, tact, discretion, and professionalism in representing the executive management to other staff and external agencies.
- Maintain professionalism and composure, and handle disputes and complaints in a calm, courteous, and tactful manner.
- Prepare and maintain accurate and precise written documents such as reports, records, forms, agendas, presentations, and correspondence.
- File and maintain automated and hardcopy records with accuracy.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to the work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern

business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

December 2023
FLSA: Non-Exempt

EXECUTIVE ASSISTANT TO THE SUPERINTENDENT - CONFIDENTIAL

DEFINITION

Under direction, performs a variety of highly responsible and complex administrative and secretarial support services for the Superintendent, Deputy Superintendent, Board of Education and supporting committees and commissions; serves as the primary administrative support to the Superintendent; compiles information and prepares, reviews, processes, and/or maintains a variety of detailed and complex lists, databases, computerized systems, spreadsheets, records, and reports; coordinates, schedules, and maintains the calendar of the Superintendent; and performs related duties as required.

Employees in this classification are designated as "confidential employees" as this term is used within the Educational Employment Relations Act (EERA), 3540.1(c). As such, employees in this classification assist management personnel with developing collective bargaining proposals and/or have regular access to information which contributes to the development of management's collective bargaining positions and/or labor relations strategies.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Superintendent. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This classification is responsible for performing highly responsible and complex administrative support to the Superintendent and the Superintendent's Office. Incumbents perform a variety of administrative support work for the assigned executive and associated staff. The work requires extensive public contact, the frequent use of tact, discretion, and independent judgment, knowledge of Office activities, and the ability to conduct independent projects. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities originating at an agency-wide level require a broader understanding of Office functions and the capability of relieving the Superintendent of day-to-day administrative and coordinative duties.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of highly responsible and complex administrative and secretarial support services for the Superintendent, Deputy Superintendent, Board of Education and supporting committees and commissions; ensures efficient office operations, and proper and timely completion of projects and activities; plans, coordinates, and organizes office activities.
- Serves as the primary administrative support to the Superintendent; serves as a liaison and coordinates communications, public relations and information between the Superintendent, Deputy Superintendent, Board members, officials, administrators, staff, students, school districts, governmental organizations, outside agencies and the public; identifies and resolves issues or concerns if needed.
- Receives, screens, routes, and responds to incoming telephone calls and e-mails from elected officials, staff, external agencies, and the general public; provides information and responds to related questions

or requests (e.g., Office operations, functions, activities, regulations, policies, and procedures, Public Records Requests, and subpoena requests); addresses and resolves issues and concerns; refers issues to the appropriate staff or department as needed.

- Handles and maintains documents, information and/or reports related to the Office's collective bargaining activities, including attending meetings, taking minutes, and providing access to information in support of labor negotiations and/or contract administration; maintains confidentiality of critical documents, reports, and/or information.
- Composes, types, formats, and proofreads a variety of documents and correspondence including presentations, letters, emails, forms, bulletins, memoranda, agenda items, reports, and related materials; reviews and revises for punctuation, spelling, and grammar.
- Coordinates, schedules, arranges, and maintains the Superintendent's calendar, as well as various activities, travel, meetings, conferences, events, training sessions, and appointments.
- Attends meetings and records proceedings; prepares minutes of meetings and transcribes minutes as appropriate.
- Compiles information and prepares and maintains a variety of detailed and complex lists, databases, records, and reports related to Office employees, student enrollment, applicable legislators, meetings, correspondence, Board actions, financial activity and assigned duties; establishes and maintains filing systems; maintains and order office supplies.
- Provides support in the preparation of the department budget; monitors and tracks expenditures including creating, reviewing, and processing payroll, purchase requisitions and purchase orders.
- Performs related special projects and prepare various forms and reports on behalf of the Superintendent; attends to administrative details on special matters as assigned.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to an associate degree with major coursework in public administration, business administration or a related field; and

- Five (5) years of increasingly responsible experience providing office management and/or administrative support to executives.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Organization and function of public agencies, including the role of an elected Board and appointed committees and commissions.
- Administrative office operations and functions.
- Principles and practices of business documentation composition and development.
- Practices and methods of office management and administration, including the use of standard office equipment.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.

- The organization and functions of the Superintendent's Office.
- Business mathematic principles.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Principles and practices of record keeping and records management.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Maintain confidentiality and discretion in handling and processing confidential information and data related to the collective bargaining process.
- Provide a full range of administrative support duties for the Superintendent's Office.
- Understand the organization and operation of Office and of outside agencies as necessary to assume assigned responsibilities.
- Participate in the preparation of the department budget, including tracking and monitoring expenditures.
- Demonstrate a high level of sensitivity, tact, discretion, and professionalism in representing the Superintendent's Office to other staff and external agencies.
- Maintain professionalism and composure, and handle disputes and complaints in a calm, courteous, and tactful manner.
- Prepare and maintain accurate and precise written documents such as reports, records, forms, agendas, presentations, and correspondence.
- File and maintain automated and hardcopy records with accuracy.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to the work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

May 2024
FLSA: Non-Exempt

FINANCIAL ANALYST

DEFINITION

Under direction, performs a variety of financial analysis and professional accounting activities in support of assigned County Office of Education (Office) programs which may include related education agencies, and accounting functions; assists in the preparation, development, review, and revision of designated budgets as assigned; inputs a wide variety of financial and statistical data into an assigned computer system; prepares and maintains a variety of financial and statistical reports, statements and records related to income, expenditures, accounts, funds, budgets and assigned accounting functions; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing professional accounting duties in support of the Office's financial operations and analysis. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of professional accounting activities in support of assigned Office programs which may include related education agencies, and accounting functions such as accounts payable, accounts receivable, grants, special projects, and payroll; researches and resolves financial issues and problems; establishes, analyzes, audits, reconciles, and maintains financial records.
- Assists in the preparation, development and revision of designated budgets as assigned; forecasts revenue and expenditures; analyzes budgetary data and provides input to administrators concerning budgetary allocations, limits and expenditures.
- Inputs a wide variety of financial and statistical data into an assigned computer system; establishes and maintains automated records and files; initiates queries, manipulates data, develops spreadsheets and generates a variety of computerized reports and documents.
- Prepares and maintains a variety of financial and statistical reports, statements and records related to income, expenditures, accounts, funds, budgets and assigned accounting functions; reviews, audits and analyzes financial statements, records and reports; ensures mandated reports, records, and data are submitted to the appropriate parties.

- Reviews, audits, analyzes, reconciles and adjusts assigned accounts; reviews, approves, and posts journal entries; reviews, approves, and posts accounting transactions; audits for errors and make appropriate corrections and adjustments; initiates and processes account and budget transfers as needed.
- Participates in the development of the budget; recommends budget adjustments.
- Reviews, prepares, analyzes and revises financial and statistical data related to assigned accounts, budgets and activities; identifies, researches, and resolves financial issues, errors and discrepancies; calculates and reviews revenue limits as required.
- Provides guidance and information to appropriate staff concerning assigned accounting functions; responds to inquiries and provide detailed and technical information related to the area of assignment.
- Performs related special projects in area of assignment.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in accounting, finance, or a closely related field; and

- Two (2) years of increasingly responsible experience in accounting, payroll, and/or budget analysis functions.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Organization of operations and activities involved in the review, analysis, maintenance and adjustment of designated funds and accounts.
- Accounting and fiscal systems, policies, procedures and practices.
- Generally accepted accounting and auditing principles, practices and procedures.
- Principles of budget preparation, analysis, and monitoring.
- Methods and techniques of auditing, verifying, balancing, and reconciling accounting records.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, and County Office policies and procedures relevant to assigned area of responsibility.
- Perform a variety of professional accounting and financial and budget analysis involved in reviewing, analyzing, auditing, reconciling, and maintaining assigned budgets.
- Provide technical advice in the development and implementation of budgets.
- Prepare and analyze comprehensive financial statements and reports.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

March 2024
FLSA: Non-Exempt

FISCAL SERVICES MANAGER

DEFINITION

Under general direction, plans, organizes, and manages the daily operations and activities related to fiscal services including accounts payable, accounts receivable, payroll, grant fund management, and program financial support; plans, organizes, assigns, supervises, and reviews the work of staff providing support to fiscal services including accounts payable and payroll staff; coordinates, oversees, and participates in the preparation, maintenance, review, and auditing of a variety of financial and statistical records, statements and reports related to accounts, funds, reconciliations, and payroll; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Executive Director, Internal Business Services. Exercises direct supervision over technical, and administrative staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the fiscal services series that exercises independent judgment on diverse and specialized accounting and payroll functions with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and for organizing and overseeing day-to-day financial processing, reporting and recordkeeping. Incumbents provide professional level support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines and scope of practice.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, and manages the daily operations and activities related to fiscal services including accounts payable, accounts receivable, payroll, grant fund management, and program financial support.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Plans, organizes, assigns, supervises, and reviews the work of staff providing support to fiscal services including accounts payable and payroll staff; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary and termination actions; assists in selection and promotion.
- Participates in budget preparation and reporting; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures; posts financial transactions.
- Coordinates, oversees, and participates in the preparation, maintenance, review, and auditing of a variety of financial and statistical records, statements and reports related to accounts, funds, reconciliations, and payroll; reviews, approves, and/or processes payroll entries including payroll deductions and adjustments, contracts, grant applications, expense reports, requisitions, invoices,

vendor payments, and deposits; researches and resolves payroll inquiries and discrepancies; prepares adjusting journal entries as needed.
- Organizes, directs, and participates in the calculation, posting, auditing and adjustment of journal entries; monitors, evaluates and reconciles designated accounts and funds; ensures accurate accounting of funds including income and expenditures; audits accounts for errors and makes appropriate adjustments; reconciles various fiscal statements; prepares and reviews journal transfers.
- Serves as a technical resource and liaison to personnel, outside agencies and others concerning assigned accounting functions; responds to inquiries and provides technical information concerning related accounts, funds, transactions, records, standards, laws, regulations, policies, and procedures.
- Oversees and participates in the input of a variety of financial and statistical data into the assigned computer system; establishes and maintains automated records and files; generates a variety of computerized reports; ensures accuracy of input and output data.
- Coordinates communications between personnel, governmental agencies, outside organizations and the public to resolve a variety of issues, errors, and discrepancies related to assigned accounting and/or payroll functions including retirement and wage garnishments; coordinates and facilitates related activities and programs as needed.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to a bachelor's degree from an accredited college or university with major coursework in accounting, public administration, business administration, or a related field.

Experience:
- Four (4) years of fiscal services experience, including public agency payroll and accounting experience.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of governmental payroll, fiscal recordkeeping, and budgeting.
- Accounting, auditing, financial analysis, and budget principles and procedures and their application to a variety of accounting transactions and problems.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules

of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Analyze and resolving complex payroll and related administrative problems.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Prepare complete and accurate accounting and payroll reports and records, statistical reports, financial reports and other related specialized reports.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

July 2024
FLSA: Non-Exempt

FISCAL SERVICES SUPERVISOR

DEFINITION

Under general direction, plans, organizes, and supervises the daily operations and activities related to fiscal services including accounts payable, accounts receivable, payroll, grant fund management, and program financial support; plans, organizes, assigns, supervises, and reviews the work of staff providing support to fiscal services including accounts payable and payroll staff; coordinates, oversees, and participates in the preparation, maintenance, review, and auditing of a variety of financial and statistical records, statements, and reports related to accounts, funds, reconciliations, and payroll; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Executive Director, Internal Business Services. Exercises direct supervision over technical, and administrative staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the fiscal services series that exercises independent judgment on diverse and specialized accounting and payroll functions with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and for organizing and overseeing day-to-day financial processing, reporting and recordkeeping. Incumbents provide professional level support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines and scope of practice.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, and manages the daily operations and activities related to fiscal services including accounts payable, accounts receivable, payroll, grant fund management, and program financial support.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Plans, organizes, assigns, supervises, and reviews the work of staff providing support to fiscal services including accounts payable and payroll staff; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary and termination actions; assists in selection and promotion.
- Participates in budget preparation and reporting; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures; posts financial transactions.
- Coordinates, oversees, and participates in the preparation, maintenance, review, and auditing of a variety of financial and statistical records, statements and reports related to accounts, funds, reconciliations, and payroll.
- Reviews, approves, and/or processes payroll entries, including payroll deductions and adjustments;

researches and resolves payroll inquiries and discrepancies; prepares adjusting journal entries as needed.
- Reviews, approves, and/or processes contracts, expense reports, requisitions, invoices, vendor payments, and deposits; researches and resolves inquiries and discrepancies; prepares adjusting journal entries as needed.
- Reviews, approves, and processes grant applications with emphasis on budget components of plan proposals.
- Organizes, directs, and participates in the calculation, posting, auditing and adjustment of journal entries; monitors, evaluates and reconciles designated accounts and funds; ensures accurate accounting of funds including income and expenditures; audits accounts for errors and makes appropriate adjustments; reconciles various fiscal statements; prepares and reviews journal transfers.
- Serves as a fiscal resource and liaison to personnel, outside agencies and others concerning assigned accounting functions; responds to inquiries and provides technical information concerning related accounts, funds, transactions, records, standards, laws, regulations, policies, and procedures.
- Oversees and participates in the input of a variety of financial and statistical data into the assigned computer system; establishes and maintains automated records and files; generates a variety of computerized reports; ensures accuracy of input and output data.
- Assists with Local Control and Accountability Plan (LCAP) development and reporting related to revenue projections and expenditure analysis.
- Coordinates communications between personnel, governmental agencies, outside organizations and the public to resolve a variety of issues, errors, and discrepancies related to assigned accounting and/or payroll functions including retirement and wage garnishments; coordinates and facilitates related activities and programs as needed.
- Assists in developing and presenting budget and fiscal information in Board meetings.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to a bachelor's degree from an accredited college or university with major coursework in accounting, finance, public administration, business administration, or a related field.

Experience:
- Four (4) years of fiscal services experience, including public agency payroll and accounting experience.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of governmental payroll, fiscal recordkeeping, and budgeting.

- Accounting, auditing, financial analysis, forecasting, and budget principles and procedures and their application to a variety of accounting transactions and problems.
- Principles, practices and methods related to enterprise resource planning (ERP) technology systems.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Analyze and resolving complex payroll and related administrative problems.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Prepare complete and accurate accounting and payroll reports and records, statistical reports, financial reports and other related specialized reports.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

January 2024
FLSA: Non-Exempt

GENERAL SERVICES ASSISTANT

DEFINITION

Under general supervision, receives and completes print requisitions including for mass mailings, handouts, posters, and banners; receives, sort, inspects, and distributes incoming and outgoing mail and packages; delivers and picks up mail, packages, and other materials to and from various County Office of Education (Office) sites on foot or by motor vehicle on established routes and time schedules; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Manager, Facility Services. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing duties in support of general services operations. Positions at this level perform the full range of duties as assigned working independently and exercising judgment and initiative in their assigned tasks. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Receives and completes print requisitions including for mass mailings, handouts, posters, and banners; review completed jobs and monitor works in progress to ensure proper application of paper weights and sizes, digital printing processes, inks and related specifications; tracks and maintains records of project costs.
- Receives, sort, inspects, and distributes incoming and outgoing mail and packages; receives and prepares packages for delivery; processes outgoing mail using postage meters; weighs, wraps, seals and affixes appropriate postage and labels to outgoing mail and packages; tracks expenses and delivers items to post office.
- Delivers and picks up mail, packages, and other materials to and from various Office sites on foot or by motor vehicle on established routes and time schedules.
- Monitors inventory levels of printing supplies; assists in ordering, receiving and maintaining inventory of printing supplies as needed.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth (12th) grade; and

- Two (2) years of experience in general office support work involving the operation of high-speed printers and related equipment.

Licenses and Certifications:

- Must possess a valid US driver's license upon date of application. Must obtain California driver's license following hire date per California DMV regulations.

Knowledge of:

- Practices, procedures, techniques, materials and equipment used in duplicating, printing and high speed photocopying activities.
- Inks and paper stock used in printing.
- United States Postal Service and other document carrier rules and procedures.
- Traffic laws and the safe operation of a motor vehicle.
- Postal regulations, mailing restrictions, rates and postal transactions.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Operate high-speed reprographic and finishing equipment in the printing and reproduction of a variety of materials.
- Drive a motor vehicle skillfully and safely.
- Sort and categorize mail, packages and other materials according to various categories.
- Operate mail processing machines.
- Maintain accurate records of work performed.
- Understand and follow oral and written instructions.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in a driving environment and are frequently exposed to road and traffic conditions, loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, chemicals, and fumes, hazardous substances, and human or animal bodily fluids. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing Office policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

January 2024
FLSA:Non-Exempt

HEALTH CARE SPECIALIST

DEFINITION

Under direction, performs a variety of health care activities involved in administering first aid, dispensing medications, and providing medical treatment and emergency care services to students enrolled in the Outdoor Education program; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Manager of Outdoor Education. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing professional health care duties in support of Outdoor Education. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of health care activities involved in administering first aid, dispensing medications, and providing medical treatment and emergency care services to students enrolled in the Outdoor Education program.
- Dispenses medications to students according to physician instructions; maintains medication logs and records; reviews student medical forms to verify completeness and identify student health care needs; implements services to assure health care needs are being met.
- Screens and evaluates medical conditions of students; examines students and identifies illnesses, injuries, and medical emergencies; provides treatment and administers first aid and emergency medical care as necessary; coordinates response to emergency situations.
- Counsels students concerning health care, personal, and other issues as directed; assists students by answering questions, providing proper examples, emotional support, friendly attitude, and general guidance.
- Monitors students with specialized health conditions and dietary needs; ensures students receive adequate medical services for optimal health; advises students, parents, and staff concerning special medical and dietary needs among students.
- Follows and maintains response plans for any public health emergency; tests, records, and submits results according to established guidelines; maintains testing inventory and records.
- Prepares and maintains various records, reports, and files related to students, treatment, accidents, and assigned activities.
- Utilizes a variety of medical instruments and equipment such as an oxygen breathing apparatus and nebulizer.
- Communicates with personnel, parents, and outside agencies to exchange information and resolve issues or concerns.

- Monitors and maintains adequate inventory levels of first aid and emergency medical supplies; orders, receives, and ensures proper storage of supplies.
- Maintains the health office and other work areas in a clean, orderly, sanitary, and safe condition.
- Observes and complies with all County and mandates safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to an associate degree from an accredited college with major coursework in health science, nursing, or a closely related field.

Experience:
- One year of progressively responsible experience providing nursing or emergency medical services.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.
- Possession of a valid California certification as an Emergency Medical Technician or Licensed Vocational Nurse, to be maintained throughout employment.
- Possession of a valid First Aid and CPR Certificate issued by an authorized agency, to be maintained throughout employment.

Knowledge of:

- Principles and practices of health care, including knowledge of first aid and emergency interventions.
- Public health matters such as epidemiology, communicable diseases, psychological trends, and other health issues.
- Practices and procedures involved in the establishment and implementation of treatment and therapeutic plans for common illnesses, injuries, and mental health crises.
- Basic first aid, cardiopulmonary resuscitation (CPR), and health assessment techniques.
- Purposes, uses, and operating characteristics of a variety of equipment and supplies used in the provision of medical care, treatment, and related services.
- Principles and methods of patient counseling and training.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, parents, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Provide health assessments and care to evaluate the physical and mental health needs of patients.

- Implement treatment or therapeutic plans as appropriate, following policies and procedures.
- Administer first aid, CPR, and routine and emergency treatment procedures.
- Administer physician prescribed medication and treatment.
- Understand technical and medical terminology.
- Recognize adverse signs and symptoms and react swiftly in emergency situations.
- Operate medical equipment.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned to the field, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various sites; vision to inspect site conditions. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, and inclement weather conditions. Incumbents may be exposed to blood and body fluids when rendering first aid, CPR, or treating patients. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

December 2023
FLSA: Non-Exempt

HUMAN RESOURCES TECHNICIAN

DEFINITION

Under general supervision, prepares, coordinates, and/or administers human resources related procedures, including, but not limited to leave tracking, terminations, salary increases, eligibility statuses, TB expiration clearances, and required trainings; receives, reviews, and processes documentation for all new, promotional, and separated employees; inputs appropriate information into the County Office's human resources and payroll systems and related databases; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management and supervisory personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical administrative support duties for the Human Resources department. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Prepares, coordinates, and/or administers human resources related procedures, including, but not limited to leave tracking, terminations, salary increases, eligibility statuses, TB expiration clearances, and required trainings.
- Receives, reviews, and processes documentation for all new, promotional, and separated employees; inputs appropriate information into the Office's human resources and payroll systems and related databases including for leave tracking and seniority status adjustments; schedules any required trainings as needed; coordinates and communicates with other departments as needed.
- Researches, compiles, and processes documentation related to employee salary increases including longevity; updates appropriate systems and maintains records.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Collects, maintains, and compiles information and data, using spreadsheets and other software; prepares a variety of specialized reports and information on a scheduled and as requested basis, including maintaining salary schedules.
- Provides information and general assistance to staff and the public regarding personnel rules, policies, and procedures.

- Maintains a variety of databases, files, and records related to the human resources and payroll systems; reconciles transactions and data as directed; records changes and resolves differences, maintains the accuracy of the records and files.
- Performs related administrative support work as assigned.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth (12th) grade supplemented by college-level coursework or specialized training in human resources, business administration, public administration, or related field; and

- Two (2) years of experience performing human resources related support work.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles and practices of public human resources administration.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematic principles.
- Principles and practices of record keeping and records management.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Gather and compile information from a variety of sources.
- Review human resources documents for completeness and accuracy.
- Perform detailed human resources office support work accurately and in a timely manner.
- Make accurate arithmetic calculations.
- File and maintain automated and hardcopy records with accuracy.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.

- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

July 2024
FLSA: Non-Exempt

INTEGRATED TECHNOLOGY SERVICES OPERATIONS TECHNICIAN

DEFINITION

Under general supervision, performs a variety of technical duties in support of administrative operations and Help Desk activities related to Integrated Technology Services (ITS) functions; provides consultation to ITS managers and staff concerning outstanding Help Desk service requests; performs assigned first level Help Desk tasks such as basic troubleshooting, password resets and equipment rebooting procedures; coordinates ITS procurement activities; assists in the development of ITS operational processes and procedures; maintains all IT documents and records; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a journey-level classification responsible for independently performing technical duties in support of administrative operations and Help Desk activities related to Integrated Technology Services (ITS) functions. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Produces weekly, monthly, annual and ad-hoc ITS metrics reports including Helpdesk reports, contract expiration and renewal reports, data circuit audit reports, asset reports, equipment replacement reports, and procurement timeline reports.
- Provides consultation to department/division managers regarding ITS processes and procedures; drafts, finalizes, indexes, maintains and disseminates technology procedural documents, policies, forms, technical drawings, publications and non-confidential correspondence.
- Responds to all requests for IT support; assesses and prioritizes requests; provides first level support as appropriate or assigns to appropriate personnel; documents all service tickets in a timely manner to ensure sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.
- Receives, asset tags, records and inputs inventory information for all trackable technology assets, including all hardware, software, circuits, audio/visual equipment, subscriptions and services.
- Processes purchase requisitions and change orders; ensures all requisitions and orders are forwarded with the appropriate documentation; tracks purchase requisitions and change orders to completion; ensures all purchasing documentation is appropriately indexed and filed; maintains auditable records.
- Initiates invoicing for all technology fee-based services.
- Monitors, tracks and audits all ITS-related vendor contracts; maintains contract expiration documentation; acts as vendor point of contact when required.
- Tracks ITS budget; assists in ITS budget development and ITS end-of-year budget processes.

- Provides consultation to department/division managers regarding procurement for ITS-related items; facilitates resolutions to concerns involving warranty issues, equipment defects and returns and exchanges of technology equipment.
- Coordinates on-boarding and off-boarding activities with HR, Personnel, Facilities and SMCOE supervising managers.
- Monitors, tracks and audits staff time accruals and requests.
- Communicates with Office staff and outside agencies to exchange information and resolve issues or concerns.
- Stays abreast of current trends and developments in information technology programs and services; attends and participates in various meetings and trainings.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to completion of the twelfth (12th) grade supplemented by college level coursework in computer science, business, or a related field.

Experience:
- Two (2) years of experience with IT Helpdesk support, procurement and/or inventory control.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Basic principles and practices of information technology client service delivery, computer networking, mobile device management, audio/visual support, and database support.
- Methods of preparing and processing invoices, purchase orders, contracts, and other documents related to ITS functions.
- Budget monitoring and tracking techniques.
- Business arithmetic and basic financial techniques.
- Principles and practices of data collection and report preparation.
- Record-keeping and inventory techniques.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Understand basic information technology concepts and engage in conversation with technical and non-technical staff members regarding information technology issues.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Gather, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Compile and verify data and prepare clear, concise, and effective reports and correspondence.
- Maintain a variety of records, logs and files.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

January 2024
FLSA:Non-Exempt

ITINERANT PARAEDUCATOR

DEFINITION

Under general supervision, assists certificated teachers in caring for and reinforcing instruction to individual or small groups of special education students in classrooms or other learning environments; assists students with performing academic, daily living, and special health care activities; assists in implementing student Individualized Education Plans (IEPs); observes, monitors, and records student performance and behavior; performs administrative functions in support of classroom activities; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of Special Education. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Paraeducator-Hearing Impaired in that the latter's focus is on assisting deaf and hard-of-hearing students. This class is distinguished from the Paraeducator–Court/Community Schools in that the latter is assigned only to Court and Community Schools. This class is distinguished from the Paraeducator-Special Education by the latter's static assignment to a school site or student group.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists certificated teachers in caring for and reinforcing instruction to individual or small groups of special education students in a classroom or other learning environment; monitors and oversees student drills, practices, and assignments in various subjects; confers with the teacher concerning lesson plans and materials and provides input and suggestions to meet student needs.
- Assists students in completing classroom assignments, homework, and projects in various subject areas; ensures student understanding of classroom rules and procedures; assists students by answering questions, providing proper examples, emotional support, friendly attitude, and general guidance.
- Observes and controls behavior of students in the classroom according to established policies and procedures; monitors students during outdoor, eating, field trips, and various other activities; monitors and reports progress regarding student performance and behavior.
- Assists with the implementation of Individual Education Plans (IEP's) and related goals and objectives; assists students with meeting IEP goals and objectives.
- Assists students with performing and developing independent living and self-help skills; assists students with personal hygiene including dressing, washing, and grooming; assists students with eating and activities; toilets students and changes diapers and soiled clothing as needed.

- Escorts students to and from buses, classes, and other locations; pushes student wheelchairs, lifts students in and out of wheelchairs and other equipment, loads and unloads students on and off buses, accompanies and assists students in mainstreamed classes and takes notes as required.
- Assists students with physical therapy, positioning, developing motor skills, and related exercises; utilizes adaptive equipment, assists students with developing independent walking and mobility skills, interacts with and assists students during play, exercise, and recreation.
- Reads books to students and observes their reading abilities; assists students with letter and word pronunciation and recognition; assists students with spelling and writing exercises and assignments.
- Provides medical assistance and health care to special education students as required; administers first aid and CPR according to established procedures; assists students with tube feeding, seizures, and other health care activities; dispenses medications according to prescribed instructions.
- Ensures the health and safety of students by following health and safety practices and procedures; maintains classroom and other assigned areas in a safe, orderly, and clean manner; wipes down and disinfects classroom equipment as needed.
- Performs a variety of clerical duties in support of classroom activities such as preparing, typing, duplicating, and filing instructional materials; grades student tests and assignments and records grades.
- Maintains various records and files related to students, IEP's, attendance, health care activities, and assigned duties.
- Communicates with Office staff and various outside agencies to exchange information and resolve issues or concerns related to student needs and assigned special education functions; assists students with developing communication skills as directed.
- Operates a variety of classroom and office equipment such as copiers, laminators, audio-visual devices, computers, and assigned software; utilizes medical instruments and equipment and assists students with using adaptive equipment.
- Assists students with the development of social, vocational, and money-counting skills as directed; monitors and assists students at work sites.
- Observes and complies with all County and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to the completion of the twelfth (12th) grade supplemented by specialized training in special education; and

- One (1) year of progressively responsible experience working with children, preferably in a special education setting.

Licenses and Certifications:

- Requires possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.
- Possession of a valid First Aid and CPR Certificate issued by an authorized agency, to be maintained throughout employment.

Knowledge of:

- Methods and practices of student guidance, especially as they relate to implementation of IEPs and students with learning, emotional, physical, cognitive, and/or behavioral conditions.

- Methods, practices, and techniques of improving student learning through specialized structured lesson plans, teaching techniques, and instructional materials.
- General subject matter areas, including mathematics, science, social studies, grammar, spelling, language, writing, and reading.
- Classroom procedures and appropriate student conduct.
- Safety principles and practices, including basic first aid.
- Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Support and engage students in positive learning in a classroom or other learning environment.
- Recognize individual student learning needs and adapt materials and homework assignments to facilitate learning.
- Use behavior change techniques and methods to decrease disruptive and problematic behavior while encouraging positive social learning.
- Reinforce instruction to individual or small groups of students with learning, emotional, physical, cognitive, and/or behavioral conditions as directed by the teacher.
- Learn, interpret, and apply individual goal-oriented student instructional plans.
- Learn, interpret, and apply Office rules, regulations, policies, and procedures.
- Supervise and manage student behavior according to approved policies and procedures.
- Organize, maintain, and update student records and files.
- Handle medical emergencies and injuries in a calm and effective manner.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office or classroom setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various County sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a classroom classification including standing in work areas and walking between work areas required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office and classroom equipment. Positions in this classification frequently

bend, stoop, kneel, reach, push, and pull. Employees must possess the ability to lift, carry, push, and pull materials and objects and wheelchairs up to 50 pounds with the use of proper equipment.

ENVIRONMENTAL CONDITIONS

Employees work in an office, classroom, and outdoor environment with moderate to loud noise levels, cold and/or hot temperatures, and exposure to blood and body fluids while providing personal assistance to student(s) with daily activities and rendering First Aid and CPR. Employees interact with clients with behavioral disorders/erratic and assaultive behavior, including those which require emergency crisis intervention. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Employees are required to operate a vehicle to perform assigned work.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

January 2024
FLSA: Non-Exempt

MAIL SERVICES DRIVER

DEFINITION

Under general supervision, delivers and picks up mail, packages, and other materials to and from various County Office of Education (Office) sites on foot or by motor vehicle on established routes and time schedules; sorts mail, packages, and other materials according to various categories; operates mail processing machines such as postage metering machines; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Manager, Facility Services. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing duties in support of the Office's mail receipt and distribution operations. Positions at this level perform the full range of duties as assigned working independently and exercising judgment and initiative in their assigned tasks. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Delivers and picks up mail, packages, and other materials to and from various Office sites on foot or by motor vehicle on established routes and time schedules.
- Sorts mail, packages, and other materials according to various categories.
- Operates mail processing machines such as postage metering machines and delivers mail to the post office.
- Maintains assigned motor vehicle in an appropriate condition; cleans and washes as needed.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth (12th) grade; and

- One (1) year of experience in either general office support work, or sorting, delivering, routing and processing mail.

Licenses and Certifications:

- Must possess a valid US driver's license upon date of application. Must obtain California driver's license following hire date per California DMV regulations.

Knowledge of:

- Methods and techniques of efficiently sorting mail and documents.
- United States Postal Service and other document carrier rules and procedures.
- Traffic laws and the safe operation of a motor vehicle.
- Postal regulations, mailing restrictions, rates and postal transactions.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language to effectively perform the work.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Drive a motor vehicle skillfully and safely.
- Sort and categorize mail, packages, and other materials according to various categories.
- Operate mail processing machines.
- Maintain accurate records of work performed.
- Understand and follow oral and written instructions.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, to effectively perform the work.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess the mobility to work in a centralized mail distribution environment receiving and sorting letters and packages; use standard office equipment, including a computer, and to operate a motor vehicle to visit various meeting sites; frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information; standing in and walking between work areas is frequently required; ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment. Vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

ENVIRONMENTAL CONDITIONS

Employees primarily work in a driving environment and are frequently exposed to road and traffic conditions, loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, chemicals, and fumes. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing Office policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

May 2024
FLSA: Exempt

MANAGER, MAINTENANCE OPERATIONS AND TRANSPORTATION

DEFINITION

Under general direction, plans, organizes, coordinates, administers, and directs work in facilities, custodial maintenance, and student transportation services, including mail processing and delivery, and room reservation services; participates in developing and directing the implementation of goals, objectives, policies, procedures, and work standards for the department; participates in the design and planning of the County Office of Education (Office) and school construction and remodeling projects; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Deputy Superintendent, Business Services. Exercises direct supervision over technical and maintenance staff.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating facilities, custodial maintenance, and student transportation services. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include participating in developing and implementing policies and procedures for the assigned areas of responsibility and ensuring compliance with regulatory requirements. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, coordinates, administers, and directs work in facilities and custodial maintenance services, including mail processing and delivery, and room reservation services.
- Participates in developing and directing the implementation of goals, objectives, policies, procedures, and work standards for the department.
- Plans, organizes, schedules, monitors, assigns, supervises, reviews and evaluates the work of crews engaged in construction, maintenance remodeling and repair activities on a wide variety of buildings, structures and facilities; establishes project timelines and priorities; ensures that safe work methods are followed, and that appropriate safety precautions and equipment are utilized.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures.
- Identifies and/or prepares estimates of the staffing, materials, space, facility use, and equipment requirements for projected activities.
- Participates in the design and planning of the Office and school construction and remodeling projects;

creates design lay outs for school site relocations and office space reorganizations; coordinates projects involving electrical work, plumbing, carpentry, HVAC, and painting; monitors progress of projects and ensure work is competed according to contractor agreements; follows up on deficiencies and reviews and approves work orders.

- Plans and oversees transportation operations, ensuring safe and timely transportation of special education and other designated students to and from school, home, and various community locations.
- Oversees office supply and equipment purchasing, delivery, and distribution; coordinates the bidding process for equipment and supplies; prepares bid specifications, documents, and cost estimates; approves purchase orders and contracts; monitors and assure adequate inventory levels of equipment and supplies.
- Serves as the Americans with Disabilities Act (ADA) coordinator for facilities; serves as emergency preparedness and response coordinator, life safety officer and liaison for school districts in areas related to emergency services.
- Assists with the preparation of the division's annual budget and approves and monitors financial expenditures, including documentation of facility maintenance and repair costs and transportation contractor payments.
- Directs the preparation and maintenance of a variety of related reports and records, including those related to purchasing and inventory.
- Responds to questions and complaints from the public and user departments.
- Coordinates work with that of other work units, Office departments and/or outside organizations including school site and office relocations, securing vendors and service providers, response to emergency custodial and maintenance needs, and Fire Marshal inspections and fire drills; implements corrective actions in response to fire code violations as necessary; maintains alarm and building security systems including access control, incidence response, and computerized reports.
- Conducts safety inspections of buildings and grounds to identify fire, safety, security and sanitary hazards; assists in developing and implementing emergency preparedness plans.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to an associate degree from an accredited college or university with major coursework in facilities planning, engineering, business administration, or a related field; and

- Five (5) years of experience performing responsible facilities maintenance and construction related work, including two (2) years of supervisory experience.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.

- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Methods, materials, tools, and equipment used in building and facilities construction, maintenance, remodeling, and repair as it relates to plumbing, carpentry, and related building trades.
- Methods, materials, tools, and equipment used in janitorial and custodial work of commercial buildings.
- Safe work methods and safety practices pertaining to the work.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for Facilities Services at the Office.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned to field inspection, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various Office sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

July 2024
FLSA: Exempt

MANAGER, SCHOOL SAFETY AND RISK PREVENTION

DEFINITION

Under general direction, manages the comprehensive training and support for county wide school safety programs in disaster response, crisis management, and student threat assessment; provides training, support, and oversight to the San Mateo County Student Threat Assessment Center offering prevention, intervention, and case management to all school districts in the event of threatening behaviors or concerns; develops and maintains partnerships with law enforcement, Child and Family Services, Probation, County Health and Behavior Health, County Attorney's Office, School Districts, community based organizations, and after school programs to develop, train, and update protocols for school safety and risk prevention initiatives; provides highly responsible and complex professional assistant to the Executive Director of Safe and Supportive Schools; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Executive Director, Safe and Supportive Schools. Exercises direct supervision over professional and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating School Safety and Risk prevention programs and services. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include developing and implementing policies and procedures for assigned programs, budget and contract administration and reporting, and ensuring compliance with regulatory requirements. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides consultation as a subject matter expert to school sites, districts, and other County Offices of Education related to Student Threat Assessment, Emergency Response and Preparedness, and prevention strategies for school safety incidents.
- Develops and implements countywide protocols, procedures, and expectations related to school safety and security.
- Reviews threat assessment documentation presented by districts and school sites for concern and coordinates next step meetings as appropriate; communicates and consults with school site administrators and district leaders regarding student(s) of concern; advises on possible measures, discusses, and reviews supports available to help student(s).
- Facilitates student threat assessments on a weekly or as needed basis; provides outreach to appropriate school and district staff along with partner agencies relevant to the case and the county wide Student Threat Assessment Team (STAT); provides content expertise on prevention techniques, best practices,

and services to support students of concern; provides confidential and sensitive investigations, maintains appropriate documentation, and provides follow-up case management.
- Coordinates the update of the Comprehensive School Safety Plan (CSSP) template for districts by reviewing the California Department of Education legal updates and requirements for school safety; provides template to Superintendents and district leaders and organizes meetings, training, and information sessions to assist districts in submission of CSSP documents.
- Provides technical assistance to school sites and districts as they develop their CSSP and updates the County Office of Education internal and public CSSP by compliance deadline; facilitates training and consultation meetings with Office of Education schools to prepare CSSP; compiles CSSP for final approval for the Superintendent and presents to the School Board in compliance with California Department of Education requirements.
- Manages the timely submission of all Comprehensive School Safety Plans (CSSP) for the school districts and charter schools in San Mateo County.
- Develops trauma informed, developmentally appropriate lesson plans and curriculum to deliver emergency preparedness information for all grade levels; develops and implements the curriculum for Training the Trainer programs and provides oversight and coaching to trainers.
- Responds to emergency situations at schools and districts; provides consultation, planning, and organization of response and resources; provides incident debriefing, counseling, and support for students, staff, district leaders, and parent/community as needed.
- Monitors grant funding and administration and oversees the development of the budget by preparing cost estimates and projections and performs ongoing monitoring of expenditures to ensure compliance with budget provisions.
- Manages and maintains appropriate records and files; compiles and updates records and data in accordance with federal and state guidelines for reporting purposes; checks and ensures accuracy of data.
- Ensures staff observe and comply with all County Office of Education and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a master's degree from an accredited college or university with major coursework in Psychology, Social Work, Counselling, or a closely related field; and

- Five years of increasingly responsible experience in education, school safety, risk prevention, social work, school counselling, or a closely related field.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.
- Possession of, a Licensed Marriage and Family Therapist qualification, to be maintained throughout employment.

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Emergency and disaster preparedness, response, and recovery.
- Emergency operations systems and incident command structure.
- Psychological diagnoses, symptoms present in all age ranges, and effective intervention strategies.
- Trauma informed practices, resilience-based understanding of trauma processing and how it manifests in behavior.
- Behavioral threat assessment best practices and indicators of behaviors that demonstrate the possibility of targeted violence.
- Concepts and principles related to adult and child psychology, including theories of human behavior and personality development.
- Advanced working knowledge of the Education Code relative to student discipline, Title IX, civil rights, access to fair and appropriate education, and school safety compliance requirements.
- Practices, procedures, and techniques of training, coaching, and evaluation.
- Office of Education and mandated safety rules, regulations, and protocols.
- Public Agency budgetary, contract administration, administrative practices, and general principles of risk management related to the functions of the assigned area.
- Practices, procedures, and techniques involved in obtaining and maintaining grants and other funding sources and the preparation and development of related proposals and contracts.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and SMCOE staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the School Safety and Risk Prevention program.
- Understand the safety procedures, measures, and interventions that mitigate loss of life and damage in natural disasters, human threats, and climate related emergencies.
- Assess, evaluate, and provide appropriate treatment for individuals requiring crisis counselling.
- Conduct technical and administrative analysis on programs and services to identify and recommend changes and improvements based on program goals, guidelines, and respective experience.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare and administer grants and program budgets; allocate limited resources in a cost- effective manner.

- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office of Education in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various County sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

WORKING CONDITIONS

Employees in this classification are subject to on-call, which may include weekends, and 24-hour emergency call out with little or no notice.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

May 2024
FLSA: Exempt

MANAGER, STATE PRESCHOOL PROGRAM

DEFINITION

Under direction, plans, organizes, and directs State Preschool operations and activities including early childhood education services provided by contractors; directs communications, contracts, compliance, and information to meet community childcare needs and ensure efficient program activities; provides highly responsible and complex professional assistance to the Executive Director of P-3 and Early Education in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Executive Director, P-3 and Early Education. Exercises direct supervision over professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating State Preschool programs and services. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include developing and implementing policies and procedures for assigned programs, budget and contract administration and reporting, and ensuring compliance with regulatory requirements. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, and directs State Preschool operations and activities including early childhood education services provided by contractors; establishes and maintains Program timelines and priorities; ensures Program and contractor services and activities comply with established standards, requirements, contract specifications, laws, codes, regulations, policies, and procedures.
- Coordinates and directs communications, contracts, compliance functions, and information to meet community childcare needs and ensure smooth and efficient Program activities; oversees the development and implementation of State Preschool programs, services, plans, strategies, processes, projects, goals, and objectives.
- Monitors services provided by contractors to ensure compliance with established standards, requirements, and contract specifications; visits sites to observe activities, confers with staff, provides technical support, reviews documentation, and ensures child development needs are being met; identifies and ensures proper and timely resolution of compliance issues.
- Supervises and evaluate the performance of assigned personnel; interviews and selects employees and recommends transfers, reassignment, termination, and disciplinary actions; coordinates subordinate work assignments and reviews work to ensure compliance with established standards, requirements,

and procedures; researches, selects, and provides training to new contractors as needed.

- Oversees and participates in the preparation and maintenance of a variety of records, reports, and files related to Program services, contractors, budgets, contracts, applications, compliance, attendance, personnel, and assigned activities; ensures mandated reports are completed in compliance with established timelines and requirements.
- Develops and prepares the annual preliminary budgets for the State Preschool program and related contracts; analyzes and reviews budgetary and financial data; controls and authorizes expenditures in accordance with established limitations; researches, obtains, and maintains Program funding as directed; ensures proper processing of reimbursement claims.
- Completes the annual program self-evaluations for all Title 5 contracts; analyses data to identify program gaps and creates, executes, and ensures plan of action will close identified gaps by end of year.
- Manages the preparation, facilitation, and successful pass of the State's program audits, ensuring that the State Preschool programs are compliant and in good standing.
- Prepares, develops, negotiates, and implements contracts and amendments for childcare services provided by community contractors; completes annual contract renewal applications; collects, compiles, assembles, and processes related forms from community childcare agencies; prepares applications for special funds; submits contracts and amendments for approval.
- Coordinates State Preschool communications, services, and information between the Office, contractors, childcare providers, parents, outside agencies, governmental organizations, and the public; ensures proper and timely resolution of related issues, complaints, and conflicts; establishes and maintains partnerships to facilitate and enhance support for State Preschool services.
- Develops, implements, and conducts training and staff development activities for childcare providers concerning State Preschool and related early childhood education services; prepares and delivers oral presentations and explains related principles, theories, standards, guidelines, requirements, practices, procedures, and techniques.
- Provides consultation and technical assistance to contractors, personnel, administrators, outside agencies, and others concerning State Preschool services; responds to inquiries and provides detailed and technical information concerning related standards, requirements, reports, contracts, funding, issues, resources, plans, principles, practices, laws, codes, regulations, policies, and procedures.
- Maintains current knowledge of educational methods, practices, and standards related to early childhood education and related laws, codes, regulations, policies, and procedures; modifies services to ensures compliance with standards and requirements as needed.
- Participates in a variety of community outreach activities to facilitate and enhance community awareness of and participation in State Preschool services; prepares and distributes a variety of promotional and informational materials.
- Provides technical information and assistance to the Administrator, Child, Youth & Family Services regarding State Preschool services, needs and issues; assists in the formulation and development of policies, procedures, and programs.
- Provides specialized training to ensure Program quality in areas such as pre-kindergarten guidelines, desired results, early literacy, and transition to kindergarten.
- Coordinates, attends, and conducts a variety of meetings; presents materials and information concerning State Preschool and related contractor services, issues, needs, and activities; attends and participates in various committees, workshops, and conferences.
- Ensures staff observe and comply with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in early childhood education or a closely related field; and

- Four (4) years of increasingly responsible experience in early education program management, contract administration and compliance, or a closely related field.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.
- Possession of a valid State of California Child Development Permit – Program Director level, to be maintained throughout employment.

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Planning, organization, and direction of State Preschool operations and activities including early childhood education services provided by contractors.
- Principles of child development and early childhood education.
- Practices and procedures involved in the preparation, development, and negotiation of contracts.
- Public Agency budgetary, contract administration, administrative practices, and principles of risk management related to the functions of the assigned area.
- Practices, procedures, and techniques involved in obtaining and maintaining grants, contracts, and other funding sources and the preparation and development of related proposals and contracts.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the State Preschool Program.
- Plan, organize and direct State Preschool operations and activities including early childhood education services provided by contractors.
- Coordinate and direct communications, contracts, compliance functions and information to meet

community needs and ensure smooth and efficient program activities.
- Work collaboratively with individuals and groups from diverse ethnic, racial, linguistic, and social backgrounds.
- Monitor services provided by contractors to assure compliance with established standards, requirements, and contract specifications.
- Prepare, develop, negotiate, and implement contracts and amendments for program services.
- Provide consultation, training, and technical assistance concerning State Preschool services.
- Prepare and administer complex grants, contracts, and program budgets; allocate limited resources in a cost- effective manner.
- Ensure the maintenance and retention of complex records, files, reports, and other documents.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

August 2024
FLSA: Non-Exempt

MEDIA ANALYST

DEFINITION

Under direction, creates and produces multimedia resources, including videos, graphics, and guides, for internal training on procedures, equipment, and software and for County Office marketing and communication purposes; provides technical assistance and training to support media users in developing multimedia tools; provides technical support for all levels of audio-visual activities from one person conferencing to large-scale meetings, conferences and hybrid events; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing professional and technical duties in the creation and production of instructional multimedia resources for training, marketing and communication purposes. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Captures and edits multimedia content to produce educational and technical video products; creates and edits audio/visual program material using video editing software; uses computer graphics and special effects techniques to enhance media products; makes video products available in a variety of formats; ensures all media products are consistent with Office branding and communications guidelines.
- Develops and maintains software training modules/series for various web-based programs to support Office operations.
- Assists and responds to inquiries and provides information to staff and outside presenters concerning audio-visual equipment usage, scheduling, practices and procedures; reviews audio-visual requests, works through specialized needs, and resolves issues and concerns; refers calls to other computer/network technicians as required; documents service tickets in a timely manner to provide sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.
- Conducts market research and analysis and makes procurement recommendations for potential audio and visual software and hardware solutions for the organization; creates and maintains vendor relationships and serves as primary liaison between the Office and vendors to ensure optimal service and cost efficiency; oversees the installation of various equipment to ensure compliance with expected outcomes.
- Reserves media and equipment for scheduled events; ensures necessary audio-visual equipment,

peripherals, tools and cables are available; researches and recommends audio/visual presentation options and works with staff to respond to specialized requests.
- Sets up and installs audio-visual equipment in preparation for scheduled events; establishes and maintains connections as required; troubleshoots and diagnoses equipment and network integration failures, sometimes when meetings are in progress.
- Inspects audio-visual equipment to ensure proper operation; cleans, adjusts and services parts and components; coordinates maintenance and repairs as needed for all audio-visual systems; disassembles and inspects equipment after usage, ensures all equipment and software signed out is accounted for, organized, and stored properly.
- Provides user administration services and training for all web-based applications for communications tools, event management systems, and room reservation system.
- Coordinates and catalogs the storage of digital files for all web-based audio and visual communication tools; securely handles, edits, and delivers sensitive and/or confidential audio-visual resources; maintains and supports all digital signage related to audio and visual communications.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to an associate degree from an accredited college in television, film, digital media production, fine arts, or a related field; and

- Two (2) years of direct experience working with audio-visual production and editing, including video capturing equipment and video production software.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles of visual, informational, and instructional design and techniques for developing training and instructional resources in a variety of multimedia formats.
- Operational characteristics of audio, video, and editing equipment and graphics production, special effects, and animation software across both Windows and MAC platforms.
- Video production and editing techniques sufficient to produce professional-level instructional products and resources.
- Current trends and developments in multimedia tools and audio/visual equipment technology.
- Basic computer network and internet connectivity through wireless and hardwired schemes and protocols.
- Basic diagnostic techniques and procedures used to restore audio/visual equipment to normal operations.
- Web-based application user administration.
- Cybersecurity best practices.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules

of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Operate and maintain digital video cameras, audio mixing and video editing equipment.
- Creatively use robust editing, graphics and composition software; visualize and record professional-grade video content by determining filming sequences, camera movements and picture composition; construct and position sets, lighting and sound equipment.
- Develop pre-production materials including scripts, storyboards, and/or shot lists in collaboration with coworkers and clients.
- Identify and troubleshoot technical problems, both preemptively and responsively, review information sources, develop and evaluate options and implement solutions.
- Manage the process of implementation of new software and hardware solutions; research technical materials to provide solutions to problems.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various SMCOE sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

May 2024
FLSA: Exempt

MULTIMEDIA DESIGNER

DEFINITION

Under direction, maintains adherence of all visual assets to the San Mateo County Office of Education (Office) brand and style guidelines, elevates the capacity of the communications team to solve problems innovatively and with the greatest impact, and creates compelling multimedia assets in support of Office programs, services, and priorities; provides assistance to management in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing professional duties in support of strategy, communications, design, and marketing materials. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Develops effective and engaging digital assets and marketing materials, which may include videos, motion graphics, animations, logos, diagrams, information graphics, digital newsletters, webpages, direct mailings, and presentation templates.
- Prepares print-based educational, informational, and promotional materials, which may include flyers, posters, event programs, brochures, booklets, reports, forms, certificates, letterhead, packaging, and print newsletters.
- Assists communications team in implementing and supporting Office brand standards and style guidelines across the organization.
- Applies design principles and strategic thinking to help Office staff generate creative solutions and complete projects effectively and efficiently.
- Creates content, designs, and layout for the Office website; ensures posted information is current, accurate, and accessible; enhances website by adding and improving interactive features; provides training to staff on website editing, updates, and accessibility requirements.
- Ensures compliance with Office brand standards and style guidelines, develops and updates templates for communications including email, presentations, and collateral.
- Develops multimedia assets as required for social media postings, reports, newsletters, and other publications.
- Maintains and organizes digital video and photographic archives.
- Serves as a multimedia design resource to the staff, school districts, and partner organizations; provides technical assistance, guidance, and support regarding the development of design concepts and themes

to communicate specific marketing and communications messages to various audiences via advertising and promotional collateral; creates design guidebooks, and conducts trainings as needed.
- Stays abreast of current trends and innovations; researches emerging products and enhancements and their applicability to the Office's needs; makes recommendations considering budget, training, and operational perspectives; and learns and applies emerging technologies.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in multimedia design, graphic design, communications, or web design; and
- Three (3) years of increasingly responsible experience in visual design, multimedia design, or a closely related field.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- State-of-the-art graphic design theories, techniques, processes, tools, and software used for a variety of formats including digital, hard-copy, video, and/or animation.
- Principles and techniques of audio and video production, engineering, equipment and digital video and audio systems and their various formats.
- Advanced principles and practices of data collection and script and creative content development, editing, and recording.
- Advanced principles and practices of web and social media image design and layout.
- Principles, elements, and stages of design.
- Copyright laws, rules, and regulations.
- Procedures for creating traditional and/or electronic files for output for publications.
- Alternate strategies available to establish and improve comprehensive graphic design programs.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Direct and participate in the design and implementation of the visual identity and image of the Office in an independent and cooperative manner, evaluate alternatives, and make sound recommendations.
- Plan, organize, and carry out assignments with minimal direction.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

- Creatively design effective marketing materials relating to Office programs, services, and events.
- Visualize abstract ideas and concepts; graphically transpose ideas and thoughts onto paper or computer screen.
- Understand the organization and operation of the Office as necessary to assume assigned responsibilities.
- Oversee the maintenance of accurate databases, records, and files.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

January 2024
FLSA:Non-Exempt

NATURALIST

DEFINITION

Under general supervision, provides nature-based instructional activities to students enrolled in the Outdoor Educational program; leads student activities, provides mentorship to student cabin leaders, and ensures safety of students; performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of Outdoor Education. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides supervision, field trips, and a variety of nature-based instructional activities to students enrolled in the Residential Outdoor Education program; assists in the development and implementation of age-appropriate activities involving science and nature-immersion; assists with the reinforcement of classroom instruction related to life science, ecology, and natural history.
- Assists in the implementation of the Residential Outdoor Education instructional program; schedules, monitors, and leads students in field trips, games, recreational functions, nature walks, crafts, and various other learning activities; monitors, assesses, and adjusts activities in response to instructional goals, weather conditions, and the individual and group needs of students.
- Monitors and oversees student drills, practices, and assignments; assists students and staff in completing assignments and projects; explains various principles and information related to life science, ecology, and natural history; monitors and reports progress regarding student performance, skills, and behavior.
- Observes and controls student behavior in accordance with approved policies and procedures; resolves student discipline issues and refers major discipline problems to the appropriate administrator; facilitates conflict resolution between individuals and groups of students as needed.
- Provides individualized and small group instruction and tutoring to ensure learning activities adapt with the needs of individual students; assists students by answering questions, providing proper examples, emotional support, friendly attitude, and general guidance.
- Assists in the preparation and development of lesson plans according to established instructional standards; assists with the development of Program schedules.
- Provides input concerning the development, implementation, and evaluation of individual and group educational goals and objectives; implements and utilizes a variety of instructional techniques for

working with students and reinforcing classroom instruction.
- Trains and provides work direction and guidance to designated interns and volunteers; assigns duties and reviews work for compliance with established guidelines and procedures; provides feedback concerning job performance.
- Leads groups during evening activities such as dances, night hikes, and campfire skits; oversees the preparation and serving of meals for Residential Outdoor Education participants; leads staff training weeks and explains instructional activities, Program goals, and objectives.
- Ensures the health and safety of students by following health and safety practices and procedures; maintains learning environment in a safe, orderly, and clean manner; administers first aid and CPR according to established procedures as needed.
- Communicates with personnel, faculty, interns, students, various outside agencies, and others to exchange information and resolve issues or concerns; prepares and disseminates a variety of announcements related to the Residential Outdoor Education program and related instructional activities, schedules, and timelines.
- Operates a variety of equipment including audio-visual devices, computers, and assigned software; drives a vehicle to conduct work.
- Participates in variety of other assigned activities such as gardening, assisting with special projects, and delivering school presentations.
- Maintains various records related to assigned activities.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to an associate degree from an accredited college with major coursework in life science, ecology, natural history, or a closely related field; and

- One (1) year of progressively responsible experience working with students in an outdoor, camp, or related setting.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.
- Possession of a valid first aid and CPR certificate issued by an authorized agency, to be maintained throughout employment.

Knowledge of:

- Terminology, practices, and procedures related to life science, ecology, and natural history.
- Methods, practices, and techniques of improving student learning through structured lesson plans, teaching techniques, and instructional materials.
- Best practices for outdoor and/or classroom teaching, and instruction.
- Outdoor education programs, procedures, and appropriate student conduct.
- Safety principles and practices, including basic first aid.
- Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.

- Mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Provide supervision, field trips, and a variety of nature-based instructional activities to students enrolled in the Residential Outdoor Education program.
- Assist in the implementation of the Residential Outdoor Education instructional program.
- Schedule, monitor and lead students in field trips, games, recreational functions, groups, nature walks, crafts, and various other learning activities.
- Assist with reinforcing classroom instruction related to life science, ecology, and natural history.
- Monitor, observe and report student behavior and progress according to approved policies and
- procedures.
- Assist in the preparation and development of lesson plans.
- Supervise and manage student behavior according to approved policies and procedures.
- Organize, maintain, and update student records and files.
- Handle medical emergencies and injuries in a calm and effective manner.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned to outdoor education, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various County sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, and road hazards. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Some positions may require working varied shifts and/or alternate schedules as needed.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

July 2024
FLSA: Exempt

NETWORK ENGINEER

DEFINITION

Under direction, performs a variety of highly complex and specialized activities involved in the planning, set-up, installation, configuration, operation, maintenance and repair of Office and school district Local Area Network (LAN), Wide Area Network (WAN), internet and other network and cloud systems and related services, equipment, hardware, software and applications; administers, analyzes and ensures proper use, connectivity, security and operation of Office network systems; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level professional classification is responsible for design, implementation, and maintenance of Office and school district LAN, WAN, internet, and other network and cloud systems and related services. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of highly complex and specialized technical activities in the planning, set- up, installation, configuration, operation, maintenance and repair of Office and school district LAN, WAN, internet, and other network systems including WIFI networks and related services, equipment, hardware, software and applications; establishes and maintains related timelines and priorities.
- Prepares and develop network maps, diagrams, drawings, spreadsheets and other documents; estimates equipment lifecycles, hardware, time and cost requirements for network projects; contacts vendors and contractors to request pricing and product information.
- Establishes and maintains internet provider addresses, subnets, vlans, domains, passwords, internet connectivity, firewalls and designated programs and systems; ensures proper installation of hardware to ensure proper operation.
- Monitors and analyzes network performance to ensure smooth and efficient operation and identify problems, anomalies, and security issues; monitors, controls and ensures proper network usage, security, traffic, operations, resources allocation, bandwidth, and connectivity.
- Provides for the effective and efficient storage, retrieval, customization and archiving of data on servers and cloud solutions; troubleshoots and resolves network and server-related database problems and malfunctions; ensures data integrity; prepares, maintains, and replaces back-up data files; monitors available system disk space; moves, compresses and deletes files as needed.
- Inspects, troubleshoots, and diagnoses network system, server, hardware and application malfunctions

to ensure smooth running of network systems; resolves connectivity and other network problems and malfunctions; administers, configures, monitors and maintains network system servers and security.

- Provides technical support for systems operations; performs diagnostic tests; compiles, organizes, and analyzes data to troubleshoot systems problems; analyzes and resolves problems with systems hardware and associated applications, networks and servers; works with team members to ensure timely response to problem calls.
- Compiles and analyzes a variety of information and data related to network system use; utilizes related technology tools; prepares and maintains a variety of records, reports and files related to network utilization, traffic patterns, connectivity, passwords, data ports, IPs, hardware and software configurations, technical support, vendors, back-ups and assigned activities.
- Provides input, coordination, and guidelines for projects; identifies scope of work and objectives; facilitates the resolution of complex project problems by meeting with stakeholders, vendors and other technical staff to identify problems and potential solutions; ensures projects are planned and delivered according to customer specifications and needs.
- Provides technical assistance and user support to staff, school districts, outside agencies and others concerning Office or school district networks; responds to inquiries and provides detailed and technical information as appropriate concerning network equipment, hardware, software, security, connectivity, configuration, malfunctions, applications, practices, techniques and procedures.
- Communicates with staff and various outside agencies to exchange information and coordinate activities; contacts and collaborates with vendors in resolving network problems, issues and malfunctions; documents service tickets in a timely manner to provide sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.
- Reviews completed network projects for accuracy, completeness and compliance with established standards, requirements, and procedures.
- Stays abreast of current trends and developments in network engineering; evaluates and recommends new technologies.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science or related field; and

- Five (5) years of increasingly responsible experience involving network planning, set-up, installation, modification, maintenance, and repair.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Practices, procedures, and techniques involved in the planning, installation, configuration, operation, modification, maintenance and repair of LAN, WAN, VPN, internet, cloud and other network systems., including high availability, redundancy, and fault tolerance.

- Networking standards, requirements, layout, and infrastructure related to educational organizations.
- Network security principles, including encryption, multi-factor authentication, access controls, and security protocols.
- Network communication systems, protocols, and applications.
- Firewall technologies, network level intrusion detection/prevention systems (IDS/IPS), their deployment strategies, and operationalization.
- Network monitoring and management tools for performance analysis, fault detection, and network visibility.
- Cloud networking solutions and the secure implementation of cloud-to-cloud or cloud-to-multi-cloud.
- Security compliance frameworks and industry standards and how they relate to network architecture and design.
- Materials, methods, and tools used in the operation, installation, and repair of networks.
- Applicable types of cabling systems, servers, routers, and other related equipment.
- Installation, maintenance and repair of network hardware, software, and peripheral equipment.
- Cybersecurity, disaster recovery, and business continuity best practices.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Applicable federal, state, and local laws, codes, and ordinances relevant to the area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Configure enterprise network equipment including but not limited to routers, switches, firewalls, wireless controllers, wireless access points, and other networking equipment and software.
- Analyze intricate network issues, isolate root causes, and implement effective solutions.
- Incorporate advanced troubleshooting techniques, including packet analysis, protocol debugging, and simulation tools.
- Manage network projects, including planning, execution, and coordination of tasks and resources.
- Identify performance bottlenecks and implement optimization strategies for enhanced network efficiency and network capacity planning, QoS implementation, and traffic shaping.
- Effectively coordinate vendor, partner, and/or onsite support, implementing necessary changes while ensuring alignment with existing network configurations.
- Follow change management procedures for network configurations and updates.
- Establish and maintain logs, records, lists, and files regarding network procedures, and policies.
- Prepare clear and concise reports, correspondence, and other written materials.
- Respond to and effectively prioritize a high volume of phone calls and other requests for service.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various SMCOE sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

July 2024
FLSA: Non-Exempt

NETWORK SYSTEMS ADMINISTRATOR

DEFINITION

Under direction, performs a variety of specialized activities in the planning, installation, configuration, administration, operation, maintenance and repair of server hardware and software; maintains virtualized server infrastructure; administers, evaluates, modifies, and ensures proper security and operation of network server systems; administers backup and restore solutions; documents procedures and serves as a technical advisor to staff; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level professional classification is responsible for independently performing technical duties in support of the Office's network systems, servers, and related equipment and software. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of specialized activities involved in the installation, configuration, operation, maintenance and repair of physical and virtual servers, infrastructure, and related equipment, hardware, software and applications; administers servers backup solutions, facilitates access to system resources.
- Inspects, troubleshoots, and diagnoses servers, hardware and application malfunctions to assure smooth running of network systems such as LAN/WAN and WiFi; resolves connectivity and other network problems and malfunctions; administers, configures, monitors and maintains server environment system and security; updates servers with security patches and anti-virus software as needed.
- Monitors and analyzes network and server performance to ensure smooth and efficient operation and identify problems, concerns and security issues; ensures proper network usage, operations, resources allocation, bandwidth and connectivity; monitors, analyzes and modifies systems to meet office and remote user needs.
- Administers virtual server infrastructure (e.g. hosts, storage, and network configuration) to ensure highly available systems.
- Administers on-premise and cloud-based endpoint management solutions, device management, and cloud computing service management platforms
- Performs a variety of network and systems administration activities including establishing and maintaining Active Directory user accounts, passwords, internet connectivity, firewalls and designated programs and systems.
- Administers storage area network or cloud-based storage to meet storage needs for systems that support

SMCOE business functions.

- Collaborates with Office personnel, County school districts, and vendors to determine computing, storage, and network requirements and exchange information to support backup retention and life-cycle management.
- Provides technical assistance and user support to Office personnel, County school districts, outside agencies, and others concerning network virtual servers; responds to inquiries and provides detailed and technical information concerning network design, equipment, hardware, software, security, connectivity, configuration, malfunctions, applications, practices, techniques and procedures.
- Assists in the planning, design, set-up, development and modification of virtual infrastructure and backup systems; development and implementation of related projects; and preparation and development of network plans including diagrams, drawings, spreadsheets, and other documents.
- Maintains various records related to network documentation, routers, switches, firewall configurations, IP's and assigned activities; documents service tickets in a timely manner to ensure sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.
- Stays abreast of current trends and developments in network, storage, virtualization and cloud computing; evaluates and recommends new data center technologies; contact vendors to request pricing information for hardware and software as directed.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science or related field; and

- Four (4) years of experience performing network systems and server support duties, including working with server configuration, setup, account provisioning, Active Directory maintenance, server maintenance, equipment, hardware and software.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Practices, procedures and techniques involved in the design, installation, configuration, operation, maintenance and repair of virtual infrastructure systems, backup storage solutions, cloud storage, servers and related equipment, network hardware, internet connectivity, software and applications.
- Principles, methods and procedures of operating servers, VPNs, networks and peripheral equipment.
- Principles and techniques of systems and network analysis and system utilities, design, and program applications.
- Materials, methods and tools used in the operation, installation and repair of servers and network systems.
- Complex technical environments including network, infrastructure, data center, and desktop support.
- Applicable types of host systems, servers, routers, switches and other related equipment.
- Installation, monitoring, maintenance and repair of network infrastructure, cloud storage, servers, and

internet connectivity.

- Principles and practices of email and Active Directory administration.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Network security principles, including encryption, multi-factor authentication, access controls, and security protocols.
- Cyber security, disaster recovery, and business continuity best practices.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Administer, evaluate and modify server systems, backup solutions to assure proper security and operation.
- Monitor, analyze and modify systems to meet office and remote user needs.
- Troubleshoot, diagnose and resolve problems with network servers, hardware and software.
- Identify and analyze potential security breaches and issues and identify mitigation solutions.
- Perform a variety of network administration activities including establishing and maintaining user accounts, passwords, server and system back-ups, email accounts and internet connectivity.
- Repair and replace hardware as needed.
- Administer, monitor and maintain network system security, servers and databases.
- Provide for effective and efficient storage, retrieval, customization, and archiving of data.
- Configure network and user station settings to ensure optimal utilization of system resources.
- Install and configure network hardware and related equipment.
- Respond to and effectively prioritize a high volume of phone calls and other requests for service.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

August 2024
FLSA: Non-Exempt

NETWORK SYSTEMS TECHNICIAN

DEFINITION

Under general supervision, performs a variety of specialized activities in the installation, configuration, operation, maintenance, and repair of assigned network systems, servers and related equipment, hardware, software and applications; administers, evaluates and modifies network systems to ensure proper security and operation; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level technical classification is responsible for independently performing technical duties in support of the Office's network systems, servers, and related equipment and software. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Installs, configures, operates, maintains, and repairs assigned Local Area Network (LAN), Wide Area Network (WAN), Wi-Fi, and other network systems, servers and related equipment, hardware, software and applications; monitors and evaluates network performance to assure smooth and efficient operation and identify problems, concerns and security issues.
- Inspects, monitors, troubleshoots and diagnoses network system and data traffic, server, hardware and application malfunctions to assure smooth running of network systems; resolves network problems and malfunctions; administers, configures, monitors and maintains network system servers and security; updates servers with security patches and anti-virus software as needed.
- Provides for the effective and efficient storage, retrieval, customization and archiving of data on servers; troubleshoots and resolves network and server-related database problems and malfunctions; assures data integrity; prepares, maintains and replaces back-up data files; monitors available system disk space; moves, compresses and deletes files to provide for program running as needed.
- Installs server and workstation software; tests applications to assure proper operation; configures hardware and software to assure network access and smooth system operations; troubleshoots and resolves operating system malfunctions; obtains and installs software updates and upgrades as needed.
- Performs network administration activities including establishing and maintaining active directory user accounts, passwords, e-mail and VOIP accounts, internet connectivity, VPN accounts, firewalls and designated programs and systems; assesses and responds to requests for network system and server installations, upgrades and modifications; determines appropriate hardware and software to meet requests.

- Assists in the planning, design, set-up, development and modification of server and network systems; installs and configure network hardware, cabling, servers, routers, switches, printers, and related equipment; replace cabling, equipment and devices as necessary; assure proper installation of server software and test applications to assure proper operation.
- Communicates with personnel, administrators and various outside agencies to exchange information and resolve issues or concerns; contacts and collaborates with vendors in resolving network problems, issues and malfunctions.
- Maintains various records related to network documentation, routers, switches, firewall configurations, IP's and assigned activities; documents service tickets in a timely manner to provide sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.
- Stays abreast of current trends and developments in information technology programs and services; confers with users concerning system needs; provides recommendations concerning the purchasing and implementation of new technologies including network hardware and software.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth (12th) grade supplemented by college level coursework in computer science or a related field; and

- Two (2) years of experience performing network systems and server support duties, including working with LAN and VOIP networks.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Practices, procedures and techniques involved in troubleshooting, diagnosing, and resolving network systems, servers and related equipment, hardware, software and applications issues.
- Operational characteristics of desktop, network, and telecommunication systems hardware, software, and peripheral equipment.
- Methods and techniques of installing, configuring, administering, and monitoring a diverse range of physical and virtual systems.
- Materials, methods and tools used in the operation, installation and repair of computer and network systems.
- LAN/WAN and Wi-Fi network usage, implementation and network terminology.
- General principles, theories and techniques of network design.
- Applicable types of cabling systems, servers, switches, routers and other related equipment.
- Installation, maintenance and repair of server hardware, software and peripheral equipment.
- Cybersecurity best practices.
- Computer operating systems and software applications utilized by SMCOE.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Techniques for providing a high level of customer service by effectively dealing with the public,

vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Administer, evaluate and modify network systems to assure proper security and operation.
- Troubleshoot, diagnose and resolve problems with network servers and related equipment, hardware, software, and applications.
- Assist in the planning, design, installation, configuration and modification of LAN/WAN and Wi-Fi networks.
- Install and assure proper operation of server and workstation software and updates.
- Perform a variety of network administration activities including establishing and maintaining user accounts, passwords, server and system back-ups, e-mail accounts, VOIP, VPN, and internet connectivity.
- Repair and replace hardware as needed.
- Monitor and maintain network system security, servers and databases.
- Provide for effective and efficient storage, retrieval, customization, and archiving of data.
- Install and configure network hardware, cabling and related equipment.
- Maintain records and prepare reports.
- Respond to and effectively prioritize a high volume of phone calls and other requests for service.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

December 2023
FLSA: Non-Exempt

OFFICE ASSISTANT

DEFINITION

Under general supervision, performs a variety of general clerical duties in support of an assigned office or program including typing, filing, duplicating and distributing materials; serves as a receptionist; answers incoming telephone calls; composes, types, formats, and proofreads a variety of documents and correspondence; inputs and updates a variety of data in an assigned computer system; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management and supervisory personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This entry-level classification is responsible for independently performing clerical duties in support of an assigned department. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of general clerical duties in support of an assigned office or program including typing, filing, duplicating and distributing materials.
- Serves as a receptionist; answers incoming telephone calls; greets and directs visitors as appropriate; provides information and answers questions; addresses issues and concerns from members of the public and County Office staff; refers issues to the appropriate staff or department; checks and replies to voicemail and email messages; arranges conferences, meetings, workshops, and other events.
- Composes, types, formats, and proofreads a variety of documents and correspondence including letters, forms, memoranda, bulletins, reports, lists, flyers, billing statements, and other related documents; checks drafts for punctuation, spelling, and grammar, and suggests corrections; processes forms and applications.
- Inputs and updates a variety of data in an assigned computer system; establishes and maintains various automated records and files.
- Compiles information and prepares and maintains logs, files and records related to office functions, students, programs, services, financial activity and assigned duties; reviews and verifies the accuracy and completion of various documents.

- Communicates with other departments, personnel and outside organizations to exchange information and resolve issues or concerns related to assigned activities; requests and provides documents as needed.
- Receives, sorts, and distributes incoming, outgoing and internal mail and correspondence including packages.
- Assists with preparing, ordering, receiving, maintaining, and distributing supplies, materials, or other related items as assigned.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth (12th) grade; and

- Two (2) years of general clerical experience.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Clerical practices and procedures.
- Business arithmetic.
- Principles and practices of record keeping.
- City and mandated safety rules, regulations and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform specialized processes, procedures, and office support tasks related to the department to which assigned.
- Perform detailed office support work accurately.
- Organize and maintain accurate files and records.
- Make accurate arithmetic calculations.
- File and maintain automated and hardcopy records with accuracy.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.

- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

January 2024
FLSA:Non-Exempt

PARAEDUCATOR – COURT/COMMUNITY SCHOOLS

DEFINITION

Under general supervision, assists certificated teachers in reinforcing instruction to individual or small groups of court or community school students in classroom environments; assists students with performing academic and daily living activities; assists in implementing student Individualized Education Plans (IEPs); observes, monitors, and records student performance and behavior; performs administrative functions in support of classroom activities; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of Special Education. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Itinerant Paraeducator in that the latter is a mobile assignment. This class is distinguished from the Paraeducator-Hearing Impaired in that the latter's focus is on assisting deaf and hard-of-hearing students. This class is distinguished from the Paraeducator–Special Education in that the latter is assigned to students requiring special health care needs.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists certificated teachers in reinforcing instruction to individual or small groups of court or community school students in a classroom or other learning environment; monitors and oversees student drills, practices, and assignments in various subjects; confers with the teacher concerning lesson plans and materials and provides input and suggestions to meet student needs.
- Assists students in completing classroom assignments, homework, and projects in various subject areas including English as a Second Language; ensures student understanding of classroom rules and procedures; assists students by answering questions, providing proper examples, emotional support, friendly attitude, and general guidance.
- Observes and controls behavior of students in the classroom according to established policies and procedures; monitors students during outdoor, eating, field trips, and various other activities; monitors and reports progress regarding student performance and behavior.
- Assists with the implementation of Individual Education Plans (IEP's) and related goals and objectives; assists students with meeting IEP goals and objectives.
- Ensures the health and safety of students by following health and safety practices and procedures; maintains classroom and other assigned areas in a safe, orderly, and clean manner; wipes down and disinfects classroom equipment as needed.

- Monitors and assists students in the classroom and other school and community settings by answering questions and providing emotional support, patience, friendly attitude, and general guidance; assists in conflict resolution; facilitates and supports social interactions and fosters development of positive relationships between students.
- Performs a variety of clerical duties in support of classroom activities such as preparing, typing, duplicating, and filing instructional materials; grades student tests and assignments and records grades.
- Maintains various records and files related to students, IEP's, attendance, and assigned duties.
- Communicates with Office staff and various outside agencies to exchange information and resolve issues or concerns related to student needs; assists students with developing communication skills as directed.
- Operates a variety of classroom and office equipment such as copiers, laminators, audio-visual devices, computers, and assigned software.
- Participates in a variety of other assigned activities such as providing library services, circulating books, assisting with special events, requesting student documents and information, preparing awards, and picking up and distributing student meals, where applicable.
- Observes and complies with all County and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to the completion of the twelfth (12th) grade supplemented by specialized training in special education; and

- One (1) year of progressively responsible experience working with children, preferably in an educational setting.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Methods and practices of student guidance, especially as they relate to implementation of IEPs and students with learning, emotional, physical, cognitive, and/or behavioral conditions.
- Methods, practices, and techniques of improving student learning through specialized structured lesson plans, teaching techniques, and instructional materials.
- General subject matter areas, including mathematics, science, social studies, grammar, spelling, language, writing, and reading.
- Classroom procedures and appropriate student conduct.
- Safety principles and practices, including basic first aid.
- Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules

of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Support and engage students in positive learning in a classroom or other learning environment.
- Recognize individual student learning needs and adapt materials and homework assignments to facilitate learning.
- Use behavior change techniques and methods to decrease disruptive and problematic behavior while encouraging positive social learning.
- Reinforce instruction to individual or small groups of students with learning, emotional, physical, cognitive, and/or behavioral conditions as directed by the teacher.
- Learn, interpret, and apply individual goal-oriented student instructional plans.
- Learn, interpret, and apply Office rules, regulations, policies, and procedures.
- Supervise and manage student behavior according to approved policies and procedures.
- Organize, maintain, and update student records and files.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office or classroom setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various County sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a classroom classification including standing in work areas and walking between work areas required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office and classroom equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

ENVIRONMENTAL CONDITIONS

Employees work in an office, classroom, and outdoor environment with moderate to loud noise levels, cold and/or hot temperatures. Employees interact with clients with behavioral disorders/erratic and assaultive behavior, including those which require emergency crisis intervention. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Employees are required to operate a vehicle to perform assigned work.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

January 2024
FLSA: Non-Exempt

PARAEDUCATOR – HEARING IMPAIRED

DEFINITION

Under general supervision, assists certificated teachers in caring for and reinforcing instruction to individual or small groups of deaf and hard-of-hearing students in classrooms or other learning environments; assists students with performing academic activities; assists in implementing student Individualized Education Plans (IEPs); observes, monitors, and records student performance and behavior; performs administrative functions in support of classroom activities; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of Special Education. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Itinerant Paraeducator in that the latter is a mobile assignment. This class is distinguished from the Paraeducator-Special Education in that the latter's focus is on assisting students requiring special health care that does not include hearing impairment. This class is distinguished from the Paraeducator–Court/Community Schools in that the latter is assigned only to Court and Community Schools.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists certificated teachers in caring for and reinforcing instruction to individual or small groups of deaf and hard-of-hearing students in a classroom or other learning environment; monitors and oversees student drills, practices, and assignments in various subjects; confers with the teacher concerning lesson plans and materials and provides input and suggestions to meet student needs.
- Assists students in completing classroom assignments, homework, and projects in various subject areas; ensures student understanding of classroom rules and procedures; assists students by answering questions, providing proper examples, emotional support, friendly attitude, and general guidance.
- Counsels and assists students in techniques to improve communication via sign language and/or lip-reading.
- Observes and controls behavior of students in the classroom according to established policies and procedures; monitors students during outdoor, eating, field trips, and various other activities; monitors and reports progress regarding student performance and behavior.
- Assists with the implementation of Individual Education Plans (IEP's) and related goals and objectives; assists students with meeting IEP goals and objectives.
- Assists students with performing and developing independent living and self-help skills; assists students with personal hygiene including dressing, washing, and grooming; assists students with eating

and activities; toilets students and changes diapers and soiled clothing as needed.
- Escorts students to and from buses, classes, and other locations; accompanies and assists students in mainstreamed classes and takes notes as required.
- Provides medical assistance and health care to special education students as required; administers first aid and CPR according to established procedures.
- Ensures the health and safety of students by following health and safety practices and procedures; maintains classroom and other assigned areas in a safe, orderly, and clean manner; wipes down and disinfects classroom equipment as needed.
- Performs a variety of clerical duties in support of classroom activities such as preparing, typing, duplicating, and filing instructional materials; grades student tests and assignments and records grades.
- Maintains various records and files related to students, IEP's, attendance, health care activities, and assigned duties.
- Communicates with Office staff and various outside agencies to exchange information and resolve issues or concerns related to student needs and assigned special education functions; assists students with developing communication skills as directed.
- Operates a variety of classroom and office equipment such as copiers, laminators, audio-visual devices, computers, and assigned software; utilizes medical instruments and equipment and assists students with using adaptive equipment.
- Assists students with the development of social, vocational, and money-counting skills as directed; monitors and assists students at work sites.
- Observes and complies with all County and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to the completion of the twelfth (12th) grade supplemented by specialized training in special education, sign language, or a closely related field.

Experience:
- One (1) year of progressively responsible experience working with children, preferably in a special education setting.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.
- Possession of a valid First Aid and CPR Certificate issued by an authorized agency, to be maintained throughout employment.

Knowledge of:

- Communication systems used by deaf and hard-of hearing individuals.
- Methods and practices of student guidance, especially as they relate to implementation of IEPs and students with learning, emotional, physical, cognitive, and/or behavioral conditions.
- Methods, practices, and techniques of improving student learning through specialized structured lesson plans, teaching techniques, and instructional materials.
- General subject matter areas, including mathematics, science, social studies, grammar, spelling,

language, writing, and reading.
- Classroom procedures and appropriate student conduct.
- Safety principles and practices, including basic first aid.
- Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Communicate fluently in the communication system appropriate to the needs of the students.
- Communicate concepts clearly to students using a variety of instructional techniques.
- Support and engage students in positive learning in a classroom or other learning environment.
- Recognize individual student learning needs and adapt materials and homework assignments to facilitate learning.
- Use behavior change techniques and methods to decrease disruptive and problematic behavior while encouraging positive social learning.
- Reinforce instruction to individual or small groups of students with learning, emotional, physical, cognitive, and/or behavioral conditions as directed by the teacher.
- Learn, interpret, and apply individual goal-oriented student instructional plans.
- Learn, interpret, and apply County Office rules, regulations, policies, and procedures.
- Supervise and manage student behavior according to approved policies and procedures.
- Organize, maintain, and update student records and files.
- Handle medical emergencies and injuries in a calm and effective manner.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office or classroom setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various County sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a classroom classification including standing in work areas and walking between work areas required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office and classroom equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

ENVIRONMENTAL CONDITIONS

Employees work in an office, classroom, and outdoor environment with moderate to loud noise levels, cold and/or hot temperatures, and exposure to blood and body fluids while providing personal assistance to student(s) with daily activities and rendering First Aid and CPR. Employees interact with clients with behavioral disorders/erratic and assaultive behavior, including those which require emergency crisis intervention. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Employees are required to operate a vehicle to perform assigned work.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

January 2024
FLSA: Non-Exempt

PARAEDUCATOR – SPECIAL EDUCATION

DEFINITION

Under general supervision, assists certificated teachers in caring for and reinforcing instruction to individual or small groups of special education students in classrooms or other learning environments; assists students with performing academic, daily living, and special health care activities; assists in implementing student Individualized Education Plans (IEPs); observes, monitors, and records student performance and behavior; performs administrative functions in support of classroom activities; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of Special Education. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Itinerant Paraeducator in that the latter is a mobile assignment. This class is distinguished from the Paraeducator-Hearing Impaired in that the latter's focus is on assisting deaf and hard-of-hearing students. This class is distinguished from the Paraeducator–Court/Community Schools in that the latter is assigned only to Court and Community Schools.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists certificated teachers in caring for and reinforcing instruction to individual or small groups of special education students in a classroom or other learning environment; monitors and oversees student drills, practices, and assignments in various subjects; confers with the teacher concerning lesson plans and materials and provides input and suggestions to meet student needs.
- Assists students in completing classroom assignments, homework, and projects in various subject areas; ensures student understanding of classroom rules and procedures; assists students by answering questions, providing proper examples, emotional support, friendly attitude, and general guidance.
- Observes and controls behavior of students in the classroom according to established policies and procedures; monitors students during outdoor, eating, field trips, and various other activities; monitors and reports progress regarding student performance and behavior.
- Assists with the implementation of Individual Education Plans (IEP's) and related goals and objectives; assists students with meeting IEP goals and objectives.
- Assists students with performing and developing independent living and self-help skills; assists students with personal hygiene including dressing, washing, and grooming; assists students with eating and activities; toilets students and changes diapers and soiled clothing as needed.

- Escorts students to and from buses, classes, and other locations; pushes student wheelchairs, lifts students in and out of wheelchairs and other equipment, loads and unloads students on and off buses, accompanies and assists students in mainstreamed classes and takes notes as required.
- Assists students with physical therapy, positioning, developing motor skills, and related exercises; utilizes adaptive equipment, assists students with developing independent walking and mobility skills, interacts with and assists students during play, exercise, and recreation.
- Assists Speech Therapists, Physical Therapists, Occupational Therapists, and Adapted Physical Education teachers as requested.
- Reads books to students and observes their reading abilities; assists students with letter and word pronunciation and recognition; assists students with spelling and writing exercises and assignments.
- Provides medical assistance and health care to special education students as required; administers first aid and CPR according to established procedures; assists students with tube feeding, seizures, and other health care activities; dispenses medications according to prescribed instructions.
- Ensures the health and safety of students by following health and safety practices and procedures; maintains classroom and other assigned areas in a safe, orderly, and clean manner; wipes down and disinfects classroom equipment as needed.
- Performs a variety of clerical duties in support of classroom activities such as preparing, typing, duplicating, and filing instructional materials; grades student tests and assignments and records grades.
- Maintains various records and files related to students, IEP's, attendance, health care activities, and assigned duties.
- Communicates with Office staff and various outside agencies to exchange information and resolve issues or concerns related to student needs and assigned special education functions; assists students with developing communication skills as directed.
- Operates a variety of classroom and office equipment such as copiers, laminators, audio-visual devices, computers, and assigned software; utilizes medical instruments and equipment and assists students with using adaptive equipment.
- Assists students with the development of social, vocational, and money-counting skills as directed; monitors and assists students at work sites.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to the completion of the twelfth (12th) grade supplemented by specialized training in special education; and

- One (1) year of progressively responsible experience working with children, preferably in a special education setting.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.
- Possession of a valid First Aid and CPR Certificate issued by an authorized agency, to be maintained throughout employment.

Knowledge of:

- Methods and practices of student guidance, especially as they relate to implementation of IEPs and students with learning, emotional, physical, cognitive, and/or behavioral conditions.
- Methods, practices, and techniques of improving student learning through specialized structured lesson plans, teaching techniques, and instructional materials.
- General subject matter areas, including mathematics, science, social studies, grammar, spelling, language, writing, and reading.
- Classroom procedures and appropriate student conduct.
- Safety principles and practices, including basic first aid.
- Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Support and engage students in positive learning in a classroom or other learning environment.
- Recognize individual student learning needs and adapt materials and homework assignments to facilitate learning.
- Use behavior change techniques and methods to decrease disruptive and problematic behavior while encouraging positive social learning.
- Reinforce instruction to individual or small groups of students with learning, emotional, physical, cognitive, and/or behavioral conditions as directed by the teacher.
- Learn, interpret, and apply individual goal-oriented student instructional plans.
- Learn, interpret, and apply Office rules, regulations, policies, and procedures.
- Supervise and manage student behavior according to approved policies and procedures.
- Organize, maintain, and update student records and files.
- Handle medical emergencies and injuries in a calm and effective manner.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office or classroom setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various County sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a classroom classification including standing in work areas and walking between work areas required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or

calculator and to operate standard office and classroom equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull. Employees must possess the ability to lift, carry, push, and pull materials and objects and wheelchairs up to 50 pounds with the use of proper equipment.

ENVIRONMENTAL CONDITIONS

Employees work in an office, classroom, and outdoor environment with moderate to loud noise levels, cold and/or hot temperatures, and exposure to blood and body fluids while providing personal assistance to student(s) with daily activities and rendering First Aid and CPR. Employees interact with clients with behavioral disorders/erratic and assaultive behavior, including those which require emergency crisis intervention. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Employees are required to operate a vehicle to perform assigned work.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

May 2024
FLSA: Non-Exempt

PAYROLL AND RETIREMENT ANALYST

DEFINITION

Under direction, performs a variety of specialized accounting and/or auditing duties in the preparation, maintenance, reconciling, and processing of the County Office of Education's (Office) payroll and related education agencies, including retirement services; prepares, adjusts, processes, and evaluates a variety of payroll and retirement system related forms, notices, and records; reconciles retirement transactions and reports; coordinates with appropriate representatives to ensure reports are submitted accurately and appropriately; oversees and audits the preparation, processing and maintenance of certificated and classified payrolls; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing specialized accounting and/or auditing duties in support of operations and activities of employee payroll including retirement services. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Payroll Analyst in that the latter performs the more complex work assigned to the series, such as complex reconciliation and compliance duties including the review and consolidation of payroll data into state and federal reporting.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of specialized accounting and/or auditing duties in the preparation, maintenance, and processing of the County Office's payroll, related education agencies, and school districts, including retirement services; prepares, adjusts, processes, and evaluates a variety of payroll and retirement system related forms, notices, and records; ensures compliance with applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices.
- Prepares, processes, reviews, adjusts, and reconciles payroll and retirement systems reporting (e.g., California Public Employee Retirement System (CalPERS) and California State Teachers Retirement System (CalSTRS)); coordinates with appropriate representatives to ensure reports are submitted accurately and appropriately including researching and processing work orders, resolving report errors and service credits, and preparing appropriate payments and reports.
- Serves as a technical resource to various internal departments, external agencies, and employees on related issues (e.g., certificated and classified payroll issues, including accounting activities, salaries,

retirement plans, other contribution accounts, refunds, and service credit); responds to inquiries and complaints; acts as a mediator and provides information as needed.
- Oversees and audits the preparation, processing and maintenance of certificated and classified payrolls (e.g., reviewing information for accuracy, pay history adjustments, identifying discrepancies, making corrections resolving problems, and monitoring payroll/control numbers and checks) to ensure employees are paid in an accurate and timely manner.
- Oversee direct deposit activities including correction requests, pre-note rejects, direct deposit reversal requests, additions and related reports.
- Approves the payroll authorization report for payroll check printing; distributes checks to districts.
- Researches and analyzes service credit problems, payroll transactions, payroll adjustments, memo adjustments, and year-to-date adjustments.
- Observes and complies with all County Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to an associate degree in business, accounting, or a related field; and

- Three (3) years of experience in payroll processing and reporting.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Payroll and timekeeping practices, procedures, and terminology.
- Payroll processes and employee voluntary/involuntary deductions and retirement reporting processes/requirements as they relate to payroll.
- Employee benefits processes as they relate to payroll.
- Business arithmetic.
- Recordkeeping and retention principles, policies, and procedures.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Interpret, apply, and explain relevant laws, rules, regulations, policies, and procedures regarding payroll processing, employee recordkeeping, retirement systems, and employee benefits related to payroll processing.
- Perform detailed payroll processing work accurately and in a timely manner.
- Review, post, balance, reconcile, and maintain accurate and confidential payroll records.
- Review payroll and other financial documents for completeness, accuracy, and compliance.
- Make accurate arithmetic computations and generate related reports.
- Understand and follow oral and written instructions.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

May 2024
FLSA: Non-Exempt

PAYROLL ANALYST

DEFINITION

Under direction, performs a variety of specialized accounting and/or auditing duties in the preparation, maintenance, and processing of the County Office of Education's (Office) payroll and related education agencies, including retirement services; prepares, adjusts, processes, and evaluates a variety of payroll and retirement system related forms, notices, and records; coordinates with appropriate representatives to ensure reports are submitted accurately and appropriately; oversees and audits the preparation, processing and maintenance of certificated and classified payrolls; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing specialized accounting and/or auditing duties in support of operations and activities of employee payroll including retirement services. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Payroll Analyst in that the latter performs the more complex work assigned to the series, such as complex reconciliation and compliance duties including the review and consolidation of payroll data into state and federal reporting.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of specialized accounting and/or auditing duties in the preparation, maintenance, and processing of the County Office's payroll and related education agencies, including retirement services; prepares, adjusts, processes, and evaluates a variety of payroll and retirement system related forms, notices, and records; ensures compliance with applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices.
- Prepares, processes, reviews, and adjusts payroll and retirement systems reporting (e.g., California Public Employee Retirement System (CalPERS) and California State Teachers Retirement System (CalSTRS)); coordinates with appropriate representatives to ensure reports are submitted accurately and appropriately including researching and processing work orders, resolving report errors and service credits, and preparing appropriate payments and reports.
- Serves as a technical resource to various internal departments, external agencies, and employees on related issues (e.g., certificated and classified payroll issues, including accounting activities, salaries,

retirement plans, other contribution accounts, refunds, and service credit); responds to inquiries and complaints; acts as a mediator and provides information as needed.
- Oversees and audits the preparation, processing and maintenance of certificated and classified payrolls (e.g., reviewing information for accuracy, pay history adjustments, identifying discrepancies, making corrections resolving problems, and monitoring payroll/control numbers and checks) to ensure employees are paid in an accurate and timely manner.
- Oversee direct deposit activities including correction requests, pre-note rejects, direct deposit reversal requests, additions and related reports.
- Approves the payroll authorization report for payroll check printing; distributes checks to districts.
- Researches and analyzes service credit problems, payroll transactions, payroll adjustments, memo adjustments, and year-to-date adjustments.
- Observes and complies with all County Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to an associate degree in business, accounting, or a related field; and

- Three (3) years of experience in payroll processing and reporting.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Payroll and timekeeping practices, procedures, and terminology.
- Payroll processes and employee voluntary/involuntary deductions and retirement reporting processes/requirements as they relate to payroll.
- Employee benefits processes as they relate to payroll.
- Business arithmetic.
- Recordkeeping and retention principles, policies, and procedures.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Interpret, apply, and explain relevant laws, rules, regulations, policies, and procedures regarding payroll processing, employee recordkeeping, retirement systems, and employee benefits related to payroll processing.
- Perform detailed payroll processing work accurately and in a timely manner.
- Review, post, balance, reconcile, and maintain accurate and confidential payroll records.
- Review payroll and other financial documents for completeness, accuracy, and compliance.
- Make accurate arithmetic computations and generate related reports.
- Understand and follow oral and written instructions.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

May 2024
FLSA: Non-Exempt

PAYROLL MANAGER

DEFINITION

Under general direction; plans, organizes, and manages the daily operations and activities related to payroll services for the Districts; participates in the development of goals, objectives, policies, and procedures for assigned services and programs; plans, organizes, assigns, supervises, and reviews the work of staff providing support to payroll services for the Districts; oversees, audits, and participates in the preparation, processing, reconciliation, and maintenance of District payrolls; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director, District Business Services. Exercises direct supervision over professional, technical, and administrative staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the payroll services series that exercises independent judgment on diverse and specialized payroll functions with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and for organizing and overseeing day-to-day payroll processing, reporting and recordkeeping. Incumbents provide professional level support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines and scope of practice.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, and manages the daily operations and activities related to payroll services for the Districts; ensure compliance with applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Plans, organizes, assigns, supervises, and reviews the work of staff providing support to payroll services for the Districts; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary and termination actions; assists in selection and promotion.
- Oversees, audits, and participates in the preparation, processing, reconciliation, and maintenance of District payrolls to ensure employees are paid in an accurate and timely manner; reviews information for accuracy, identifies discrepancies, and resolves issues.
- Coordinates, oversees, and participates in the preparation, maintenance, review, and/or auditing of a variety of financial and statistical records, statements, and reports related to personnel, payroll, retirement, deductions, garnishments and/or assigned activities including payroll tax reports, worker's compensation reports, and labor statistics reports.

- Serves as a technical resource to personnel and related external agencies concerning assigned payroll functions and activities including related payroll and retirement information systems, software, and reporting; responds to inquiries, complaints training requests, and provides technical information; researches and resolves related issues and concerns.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in accounting, public administration, business administration, or a related field; and

- Four (4) years of increasingly responsible public agency payroll and/or accounting experience.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of governmental payroll, fiscal recordkeeping, and budgeting.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Analyze and resolving complex payroll and related administrative problems.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Prepare complete and accurate payroll reports and records, statistical reports, financial reports and other related specialized reports.

- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

May 2023
FLSA: Non-Exempt

PAYROLL TECHNICIAN

DEFINITION

Under general supervision, performs a variety of technical accounting duties in the preparation, maintenance, and processing of County Office of Education's (Office) payroll; receives, reviews, maintains, verifies, and processes time recording and other related documents to prepare payroll for employees; establishes and maintains detailed automated permanent records regarding personnel; researches, compiles, prepares and revises payroll, retirement and related accounting data; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of the employee payroll processing functions and other related activities. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of technical accounting duties in the preparation, maintenance, and processing of the Office's payroll; prepares, processes, and evaluates a variety of payroll related forms and records.
- Receives, reviews, maintains, verifies, and processes time recording and other related documents to prepare payroll for employees; audits such documents for completeness, accuracy, and compliance with rules and regulations; prepares and balances payroll reports and records; notifies the appropriate parties and makes adjustments as needed.
- Serves as a technical resource regarding the payroll functions, policies and procedures; respond to inquiries, research data and provide information concerning calculations, pay rates, taxes, leaves and other payroll information.
- Researches, compiles, prepares and revises payroll, retirement and related accounting data; calculates, reconciles and balances assigned payroll figures including gross salary, taxes, retirement, retroactive pay and other payroll figures.
- Maintains retiree dental and vision benefits paperwork; collects retiree dental and vision benefits payment and updates and mails retiree dental and vision invoices, communicates with retirees regarding issues as needed.
- Establishes and maintains detailed automated permanent records regarding Office personnel;

processes and inputs new employee data; input and update a variety of data including appropriate union, pay rates, tax status, stipends, deductions, benefits, retirement and other employee information.
- Inputs a variety of payroll, retirement and employee data into an assigned computer system; maintains various automated records and files; manipulates data, develops spreadsheets and generates a variety of computerized reports and statements; ensures accuracy of input and output data.
- Ensures voluntary and involuntary payroll deductions are reconciled and associated vendor checks are sent to the appropriate agencies according to established timelines.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth (12th) grade, supplemented by college-level coursework or specialized training in payroll, accounting, or a related field; and

- Three (3) years of experience in payroll processing or a related field.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Payroll and timekeeping practices, procedures, and terminology.
- Payroll processes and employee voluntary deductions and retirement reporting processes as they relate to payroll.
- Employee benefits processes as they relate to payroll.
- Business arithmetic.
- Recordkeeping and retention principles, policies, and procedures.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language to effectively perform the work.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Interpret, apply, and explain relevant laws, rules, regulations, policies, and procedures regarding payroll processing, employee recordkeeping, and employee benefits related to payroll processing.
- Perform detailed payroll processing work accurately and in a timely manner.

- Review, post, balance, reconcile, and maintain accurate and confidential payroll records.
- Review payroll and other financial documents for completeness, accuracy, and compliance.
- Make accurate arithmetic computations and generate related reports.
- Understand and follow oral and written instructions.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

January 2024
FLSA: Exempt

PERSONNEL COMMISSION ANALYST

DEFINITION

Under direction, performs professional analytical, specialized, and technical work in the areas of recruitment, examination, selection, classification, and compensation of San Mateo County Office of Education (Office) classified employees under Merit System guidelines; assists with job analysis, compensation studies, and evaluation activities per merit system and education code; provides professional assistance to management in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisor or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing professional duties in support of the personnel commission. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, develops, and coordinates professional-level duties in the areas of recruitment, examination, administration, personnel selection, and classification for Classified employees.
- Develops recruitment sources; administers and composes job announcements, bulletin announcements, and other types of notifications and/or advertisements of job postings to appropriate media and sites.
- Conducts job analysis activities including preparing various testing materials and reviewing qualifications, to ensure test validity and valid screening assessments for each job classification.
- Assists with researching examination and classification appeals and protests to respond and defend procedural validity, integrity, and fairness as required.
- Plans and prepares examination content and procedures; plans and develops methods of testing of required knowledge, skills, and abilities; assists in the preparation of developing examination standards; obtains, constructs, analyzes, and edits examination materials and confers with subject matter experts in the development and evaluation of examination to establish an eligibility list.
- Coordinates scheduling and administration of examination process; determines appropriate qualifications of raters and oral panel members; explains examination procedures; distributes and collects examinations; grades examinations and computes scores; analyzes examination results and ranks applicants; updates records and notifies applicants of test results.
- Processes and maintains a variety of recruitment and examination administration data before and after final selection recommendations including applicant information, examination scores, examination panels, and eligibility lists; ensures efficient processing of applicants, and compliance with established guidelines.

- Assists in analyzing positions or classifications to prepare analytical reports and recommendations regarding establishing new job classifications, revisions of current specifications, salary allocations, and reclassification of positions.
- Prepares and maintains data for monthly Personnel Commission meetings; attends meetings and assists in preparing the annual report.
- Conducts or prepares salary surveys; collects and analyzes data to prepare reports and summaries to assist management.
- Meets and consults with employees, supervisors, administrators, and outside agencies regarding personnel needs, policies, procedures, laws, codes, rules, regulations, and the administration of classified programs.
- Communicates with personnel, outside agencies, and the public to exchange information, coordinate activities, and resolve issues or concerns.
- Researches, evaluates, recommends, and implements new examination administration processes to meet the changing, developing, or future testing needs in recruitment and retention.
- Attends and participates in various meetings and in-services as assigned; attends job fairs, workshops, conferences, and other recruitment events as necessary.
- Observes and complies with all SMCOE and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to a bachelor's degree from an accredited college or university with major coursework in human resources, public administration, or a closely related field.

Experience:
- Four (4) years of increasingly responsible experience involving recruitment, selection, or classification activities.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles, practices, methods, and terminology used in public personnel commission administration including job analysis, selection, recruitment, classification, and compensation.
- Guidelines and regulations relating to recruitment selection processes for classified employees.
- Merit system rules and regulations.
- Operations, policies, and objectives relating to human resources or classified employees' activities.
- Organizational personnel policies and procedures.
- Techniques and tools used in developing and administering employee examinations, position classifications, job analysis, and salary surveys.
- Record keeping and report preparation techniques.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public,

vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Coordinate and administer pre-employment examinations.
- Plan and conduct classification, job analysis, salary, and other studies as directed.
- Screen and process employment applications and other related documents.
- Coordinate and participate in the recruitment and selection of applicants.
- Maintain confidentiality of sensitive information.
- Stay abreast of developments in examination development, classification, and compensation.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

March 2024
FLSA: Non-Exempt

PERSONNEL COMMISSION TECHNICIAN

DEFINITION

Under general supervision, performs a variety of technical and administrative personnel functions related to the recruitment, selection, classification, and compensation of County Office of Education (Office) classified employees under Merit System guidelines; provides technical support to Office personnel commission services, applicants, and the public regarding personnel functions; provides complex administrative support to the Executive Director and Personnel Commission; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisor or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of personnel commission programs and activities. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of complex technical and specialized personnel functions related to the recruitment, selection, classification, and compensation of classified personnel; serves as a technical resource to Office personnel, applicants, and the public regarding personnel functions in classified employment; responds to inquiries and provides technical information concerning recruitment processes, policies, procedures, and Merit System Rules and Regulations.
- Provides administrative support to relieve the Personnel Commission administrator of administrative and clerical details; plans, coordinates, and organizes office activities and coordinates flow of communications and information; ensures smooth and efficient office operations and related functions comply with established laws, rules, regulations, policies, and procedures.
- Receives, screens, and evaluates applications for minimum qualifications to determine eligibility; prepares and distributes acceptance and rejections notifications to applicants as appropriate.
- Coordinates and schedules interview panels to determine eligibility of candidates as assigned; reviews and accepts or rejects job applicants according to requirements established within class specifications.
- Drafts, reviews, edits, and revises job postings and recruitment announcements regarding vacant classified positions in accordance with Merit System Rules & Regulations and collective bargaining agreements; schedules and proctors written examinations and oral examinations as requested; explains candidate application, qualification, and examination requirements; notifies candidates of examination dates; tabulates scores and notifies candidates of examination results and selection decisions; and assists in the preparation and maintenance of eligibility lists and the certification process.

- Prepares, assembles, and distributes agenda packets for monthly Personnel Commission meetings; attends meetings and serves as recording secretary in a prescribed manner; prepares and distributes minutes; maintains account of Personnel Commission activities; and assists in the preparation of the annual report.
- Assists with salary surveys and classification and compensation reviews; prepares recommendations regarding job titles and salary placement; prepares and updates job descriptions as assigned.
- Conducts employment onboarding for new and promotional classified appointments; explains, collects, distributes, and processes various employment forms and applications; prepares materials, documents, and forms to process new hire and promotional appointments, and distributes applicable employment information to payroll and other departments.
- Assists in the recruitment and onboarding of substitutes including limited term and provisional employees to cover employee absences or for short-term needs, processes new hire substitutes, limited term, and provisional employee applications.
- Performs a variety of clerical accounting duties as assigned; monitors funds for income and expenditures; calculates, prepares, and revises accounting and budgetary data; maintains financial and statistical records and files.
- Provides administrative support to the Executive Director or assigned Administrator; maintains appointments, schedules, and calendars and schedules meetings as assigned; provides information and assistance to callers, visitors, staff, and the public; coordinates travel arrangements and hotel reservations; processes reimbursement claims; reserves facilities and equipment for meetings and other events.
- Monitors inventory levels of office and designated supplies; orders, receives and maintains appropriate levels of inventory as required; prepares, processes and codes purchase orders and invoices as assigned; arranges for billings and payments as directed.
- Attends and participates in a variety of meetings and in-services as assigned; attends job fairs and other recruitment activities as assigned.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to an associate degree with major coursework in human resources, public administration, or a closely related field.

Experience:
- Two (2) years of increasingly responsible experience in recruitment and/or classification, preferably in a public personnel office, or a closely related field.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles, practices, guidelines, and regulations relating to recruitment selection processes for classified employees.

- Methods, procedures, and terminology used in clerical accounting work.
- Human resources office functions, practices, and procedures.
- Organizational personnel policies and procedures.
- Techniques and tools used in administering employee examinations, screening, and position classifications.
- Record keeping and report preparation techniques.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- SMCOE and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform a variety of specialized duties in employment examination, recruitment, screening, selection, and classification and compensation.
- Perform a variety of complex administrative support duties to relieve the Executive Director of administrative and clerical detail.
- Serve as a technical resource to employees regarding Merit System rules, personnel functions, activities, and requirements.
- Learn key concepts related to occupational exam development, and current recruitment strategies.
- Perform a variety of clerical accounting duties in support of the department.
- Establish and maintain manual and automated employee records and files.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

January 2024
FLSA: Exempt

PROGRAM MANAGER

DEFINITION

Under general direction, plans, organizes, and manages the work of staff and/or subcontracted partners supporting a program which provides services to targeted populations/groups within the County Office of Education (Office); program management responsibilities encompass designing, developing, and implementing program services; provides technical assistance, capacity building, and coaching for program participants and staff members; develops and monitors grant funding and program expenditures; recommends and implements program goals and objectives, and ensures program compliance with mandated requirements; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises direct supervision over professional, technical, and/or administrative staff.

CLASS CHARACTERISTICS

This classification is responsible for planning, organizing, and managing the operations of the assigned program. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities in overseeing the day-to-day operations of the program. Employees serve as a specialist, liaison, and advocate for the program, with regular contact and interactions with Office senior management positions, other public agencies, public and private community organizations, regulatory and governmental agencies, and members of the public.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, and manages the work of staff and/or subcontractors supporting a program which provides services to diverse populations/groups within the community, or within the County.
- Plans and establishes, in collaboration with executive staff and community partners, strategic direction, policy, and deliverables for complex multi-partner community programs or initiatives.
- Ensures that the program is staffed with qualified individuals by resolving performance problems, documenting performance according to policy; training and developing staff; and assisting in the selection, hiring, and promotion of staff.
- Manages the program's daily work activities and operations, by establishing performance levels, communicating goals and performance expectations, and monitoring and reviewing work to ensure conformance to established policies and procedures, and standards for quality and timeliness.
- Assesses service delivery and communicates findings to upper management; implements changes to improve efficiency and service quality; maximizes effectiveness of program operations and ensures alignment with the department's mission; recommends and implements goals and objectives, policies, procedures, work standards, and internal controls.
- Directs the collection and compilation of data and narratives for program evaluation; prepares reports for submission to Office management and oversight agencies on program metrics and outcomes;

recommends and implements changes based on data.
- Directs and participates in resource acquisition and management; ensures that facilities used for program meet compliance requirements.
- Develops, communicates, and implements program action and/or operational plans and creates resources for organizations or individuals participating in program execution; conducts program training, drills, and other methods to ensure participants are properly trained and understand their role(s) within program operations.
- Interprets laws and regulations to determine relevancy to program operations and services; affirms program compliance or recommends measures to ensure compliance with laws and regulations.
- Prepares a variety of administrative and technical reports, as well as business correspondence and presentations; presents reports to internal and external stakeholders; conducts outreach presentations to community and advocacy groups.
- Serves as a staff resource by providing consultation and guidance to staff or other Office management and personnel with respect to service delivery or operational effectiveness issues.
- Monitors grant funding and administration and oversees the development of the budget for assigned program by preparing cost estimates and projections and performs ongoing monitoring of expenditures to ensure compliance with budget provisions; may secure vendors and/or subcontractors to execute program deliverables in line with the budget.
- Works with internal Office staff and external agencies, community groups, contractors, and other public and private organizations to determine needs for shared services and collaborative projects, or the provision of services by contracted agencies.
- Ensures that information regarding services and policies is provided accurately and thoroughly to interested parties and responds to sensitive complaints from the community and internal staff.
- Attends and participates in professional group meetings; may serve as a committee chair or facilitator; stays abreast of new trends, innovations. and best practices in the area of assignment.
- Ensures staff observe and comply with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in education or a closely related field applicable to the position; and

- Three (3) years of progressively responsible experience in program management, grant writing and administration, and educational programs and/or professional development specific to program area of assignment.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure

teamwork is conducted smoothly.
- Operations and services provided within assigned program area, as well as its stated mission, scope, and priorities.
- Principles and practices of program management including planning, development, implementation, and evaluation.
- Socioeconomic, demographics, and other environmental considerations specific to program participants and target population.
- Modern practices, procedures, research, and best practices specific to the assigned program and it's goals.
- Public Agency budgetary, contract administration, administrative practices, and general principles of risk management related to the functions of the assigned area.
- Practices, procedures, and techniques involved in obtaining and maintaining grants and other funding sources and the preparation and development of related proposals and contracts.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the assigned program.
- Effectively manage and administer program operations and activities.
- Prepare and administer complex grants and program budgets; allocate limited resources in a cost-effective manner.
- Adapt to changes in priorities or resources that impact pre-established timelines and courses of action.
- Maintain awareness of the functioning and status of multiple work groups or program areas simultaneously.
- Conduct technical and administrative analysis on programs and services to identify and recommend changes and improvements based on program goals, guidelines, and respective experience.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Work with internal and external stakeholders to identify community care needs in assigned program.
- Ensure the maintenance and retention of complex records, files, reports, and other documents.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

May 2024
FLSA: Exempt

PROGRAM SPECIALIST

DEFINITION

Under direction, provides technical support, consultation, communication, and training in support of a program providing services to targeted populations/groups within the San Mateo County Office of Education (Office); coordinates program implementation and compliance; performs outreach and public relations to promote program objectives; collaborates with program staff, schools, and community partners in project planning, implementation, and evaluation activities; provides professional assistance to the program manager in area of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the assigned program manager. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing professional duties in support of an assigned program. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides technical assistance and support to program participants; provides and develops systems to implement program objectives and acts as the liaison between program participants and the Office.
- Coordinates, creates, and facilitates program communication, meetings, program compliance, and professional development workshops in support of the assigned program and its standards, contracts, grant specifications, and legal regulations.
- Participates in the implementation of program goals, objectives, policies, and priorities in line with the Office's plans and objectives; researches tools and systems to improve practices in assigned programs.
- Collects, compiles, reviews, and analyzes a variety of complex technical data and information on program objectives, participants, progress, best practices, and activities; prepares compliance reports and suggests service delivery improvements; trains program partners on data collection techniques and usage to improve program practices.
- Reads, interprets, applies, and explains relevant rules, regulations, policies, and procedures related to the program and its objectives to participants and providers; provides consultation, coaching, and technical assistance as requested.
- Surveys program participants and member agencies for professional developments needs and provides coaching and professional development training to program participants; adapts coaching objectives and training needs to sites and participants as appropriate and tracks the impact of professional development in relation to program goals and objectives.
- Coordinates assigned services and operations with those of other departments/divisions and outside agencies.

- Assists with preparing and updating grant proposals and managing grant funds; authorizes/reviews program expenditures for compliance with grant requirements; gathers and analyzes data; and prepares reports, as necessary.
- Creates and maintains appropriate records and files; compiles and updates records and data electronically in accordance with federal and state guidelines for reporting purposes; checks and ensures accuracy of data.
- Generates reports and statistics pertaining to assigned program area(s).
- Monitors contract agreements with service providers and assists with training of contractors if required.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Observes and complies with Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in education or a closely related field relevant to the program area; and

- Two (2) years of increasingly responsible experience in program implementation, professional development, education, or school services specific to program area of assignment.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.
- Some positions may require possession of child development permits specific to program requirements.

Knowledge of:

- Principles and practices of program implementation, review, and evaluation.
- Facilitation and implementation strategies for multi partner community initiatives.
- Research and survey techniques including data collection methodologies and statistical analysis.
- Operations and services provided within assigned program area, as well as its stated mission, scope, and priorities.
- Practices, procedures, and techniques involved in maintaining grants and the preparation and development of related proposals and contracts.
- Practices, procedures, and techniques of professional development, training, coaching, and evaluation.
- Socioeconomic, demographics, and other environmental considerations specific to program participants and target population.
- Modern practices, procedures, research, and best practices specific to the assigned program and it's goals.
- Methods of preparing, processing, and maintaining records, reports, forms, and other documents and correspondence.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public,

vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, local and Office policies, procedures, and regulations.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Plan, prepare, and conduct coaching and training classes for a variety of program participants, contractors, and administrators.
- Assist with the monitoring and administration of grants, expenditures, and program budgets.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Conduct technical and administrative analysis on programs and services to identify and recommend changes and improvements based on program goals, guidelines, and respective experience.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the program and Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

December 2023
FLSA: Exempt

PROGRAMMER/ANALYST

DEFINITION

Under direction, creates and maintains computer software programs, program documentation and operating instructions; performs analysis of computer systems, databases, software and applications to meet the needs of the San Mateo County Office of Education (Office) and client school district technology users; resolves data problems, code system enhancements; designs, codes, tests and implements new system applications and automation scripts; performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level professional classification is responsible for independently performing technical duties in support of the Office's computer systems, databases, software, and applications. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Creates and maintains computer software programs, program documentation and operating instructions to meet Office software technology needs.
- Performs analysis of computer systems, databases, software and applications to meet the needs of SMCOE and client school district technology users.
- Resolves data problems and code system enhancements; reviews, analyzes and modifies existing software programs; designs, develops and implements new applications and automation scripts.
- Facilitates the collection, management, manipulation, reporting and distribution of data used for analysis; verifies integrity of data in new systems.
- Designs, codes, writes, develops and implements new system applications; revises programs as necessary to assure adaptation with existing computer systems; designs, installs, upgrades and configures software applications to enhance and assure smooth running of assigned computer systems.
- Debugs programs by preparing test data and testing program operations as assigned; runs test data in actual computer operations; detects and resolves programming errors and miscalculations; troubleshoots and resolves database, system and application errors and malfunctions as necessary.
- Evaluates existing system designs to determine effectiveness and operational efficiency; modifies systems to enhance system performance and presentation of data; integrates new software and revises programs as necessary to assure adaptation with existing computer systems.
- Provides technical support to Office staff and technology users; responds to inquiries and provides training and information on software programs.

- Prepares and develops technical design specifications, program descriptions, procedural manuals and user documentation according to established procedures.
- Communicates with technology users and various outside agencies to exchange information, coordinate activities and resolve issues or concerns; documents service tickets in a timely manner to provide sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.
- Stays abreast of current trends and developments in software engineering; evaluates and recommends new technologies for effectiveness in meeting the business requirements and objectives of technology users.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree in computer science or related field.

- Four (4) years of increasingly responsible experience involving programming, development, analysis, maintenance and debugging of software applications.

Licenses and Certifications:
- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Operations and activities involved in programming, development, operation, analysis, maintenance and debugging of designated Office and school district computer systems, databases, hardware, software and applications.
- Principles of programming and software development.
- Principles, practices and methods of database structures, computer programming and system design, database structures, on-line applications and system capabilities of technology systems.
- Customer service and help desk standards, practices, techniques and procedures.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform technical activities involved in programming, development, modification and analysis of computer systems, databases, software and applications to meet technology user needs.
- Learn new programming languages.
- Participate in design sessions and process improvement sessions to identify business and user needs and discuss application capabilities and design modifications needed for improvement.

- Analyze and evaluate complex processes and convert them into functional software.
- Facilitate the collection, management, manipulation, reporting and distribution of computerized data used for analysis.
- Develop and implement programming projects, goals and objectives to meet Office needs.
- Prepare clear and concise technical documentation, user procedures, reports of work performed, and other written materials.
- Provide detailed training of complex systems to both technical and non-technical users.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

May 2024
FLSA: Exempt

PUBLIC COMMUNICATIONS SPECIALIST

DEFINITION

Under direction, develops and implements internal and external communication strategies for the San Mateo County Office of Education (Office) to promote its programs, services and progress towards strategic goals; elevates the capacity of the communications team to solve problems innovatively and with the greatest impact, elevates the County Office of Education's public profile and increases awareness of and support for its strategic priorities; effectively communicates and engages with a diverse range of audiences; provides professional assistance to County Office of Education and school district staff in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing professional duties in support of strategy and communications. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Coordinates editorial production processes and supports internal and external communications.
- Researches, develops, drafts, and edits content for a variety of digital and print communications including newsletters, reports to the community, website content, media releases, and social media; coordinates with Multimedia Designer for graphics relative to the subject matter.
- Collaborates with and advises others on strategic and effective messaging, content, and presentation of online and printed materials; makes recommendations for improvement and optimization of current communications vehicles and the incorporation of new methods.
- Oversees and coordinates communication campaigns and project workflow; receives requests from and discusses project objectives, timelines, and budgets with departments/offices, consults with communications staff at appropriate project milestones, and follows the project through its lifecycle; coordinates appropriate outreach activities following project completion.
- Develops and implements public awareness, outreach, and promotional efforts; creates media strategies to publicize the County Office of Education's programs, services, and accomplishments.
- Gathers educational news information by reviewing media outlets, public communications, interviewing school and public officials, employees, and representatives of community agencies.
- Captures and edits photographs, supports formatting and layout, and proofreads copy for publication, marketing, and information materials including flyers, infographics, brochures, and pamphlets.
- Researches, prepares, and reviews reports, talking points, presentations, and other materials for senior

management staff, district, and community partners for a variety of audiences.
- Responds to requests of employees, district representatives, and community agencies in developing creative, descriptive, technical, and factual articles concerning educational events and timely issues.
- Serves as the County Office of Education's website manager, guides staff and participates in the creation of content, design, and layout for the County Office of Education's website; ensures posted information is current, accurate, and accessible; provides training and support in website editing and accessibility; oversees website budget, analytics, and strategic planning to improve user experience.
- Manages the County Office of Education's social media accounts including posting, reviewing, responding, and monitoring; plans and purchases advertising across platforms as appropriate.
- Provides public relations advice, training, support, and tools to school district administrators and communications staff.
- Provides prompt and accurate public information during emergency or disaster situations including receiving and assessing information, cooperating with news media and others, and informing County Office of Education and district personnel.
- Maintains positive working relationships with members of the print, radio, and television media; consults with the senior management team on strategies to inform the public about matters of particular interest.
- Provides advice and guidance on dealing with the media and the general public concerning sensitive public relations issues.
- May attend community meetings on behalf of the Superintendent and Office leadership.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in communications, journalism, English, marketing, or a closely related field; and

- Three (3) years of increasingly responsible experience in professional level public/media relations.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles, practices, and techniques of effective and equitable communications and marketing.
- Practices and techniques of utilizing social media as a marketing and communications vehicle.
- Attributes and characteristics of various styles of writing and the appropriate adaptation of communication style for targeted audience.
- Fundamental principles and practices of developing, writing, formatting, and editing creative content for internal and external websites, social media, and various digital and print communications.
- Standard and accepted public/community relations, communications, customer service, and information presentation methods, and procedures.
- Research, analysis, implementation, and evaluation of programs, projects, and materials.
- Educational and social issues and their impact on schools, youth, and public education.
- Principles of business letter writing and report preparation.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best

practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County Office of Education staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Write and edit clear, concise, accurate, and effective content for internal and external communications by adapting tone, voice, and technique as appropriate for various audiences and vehicles.
- Plan and coordinate the content and production of County Office of Education publications and marketing materials.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Develop effective public and community outreach strategies and campaigns; work effectively with diverse groups of different ages and various socio-economic backgrounds; listen to and discuss problems and complaints tactfully.
- Respond to inquiries, complaints, and requests for information in a fair, tactful, and timely manner.
- Understand the organization and operation of County Office of Education as necessary to assume assigned responsibilities.
- Plan, develop, and deliver training for various audiences on various communications topics.
- Oversee the maintenance of accurate databases, records, and files.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and County Office of Education in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

January 2024
FLSA: Non-Exempt

REGISTERED BEHAVIOR TECHNICIAN

DEFINITION

Under general supervision, provides specific and intensive support to special education students with comprehensive positive behavioral intervention plans utilizing effective behavior management and intervention strategies; collaborates with district and site staff and with staff, works one on one with students to address behavioral needs and/or short term critical situations; delivers instruction and collects data; participates as a member of the educational team and participates in the Individualized Education Plans (IEPs) as appropriate; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This classification is responsible for performing technical duties in support of special education. Positions at this level exercise judgment and initiative in their assigned tasks, receive instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Monitors students with individualized programs in behavioral areas and uses behavior modification principles to reinforce performance and teach replacement behaviors.
- Tracks behaviors of students to determine effectiveness of behavior intervention; collects data for the development and implementation of behavior intervention plans and implements various positive reinforcement interventions.
- Implements behavior analytic principles to increase skill acquisition (e.g., discrete trial, discrimination training, shaping procedures, prompt, and prompt fading procedures); serves as a role model and models appropriate behavior; encourages and supports children.
- Communicates with children, parents, and others to resolve issues and answer questions; converses with and establishes rapport with students.
- Monitors student to determine need for assistance with assignments or lessons; assists students with worksheets, assignments, and projects as required.
- Assists students with the development of increased independence and the transition into mainstream educational settings.
- Implements continuous, discontinuous, and permanent product data recording procedures; records student information, including entering data in data collection system(s), and updating behavior graphs.
- Participates in conferences and planning sessions with the teacher; participates in bi-weekly Board-Certified Behavior Analyst supervision and training meetings; attends required in-service training sessions or workshops, including Safety-Care training.
- Performs a variety of clerical duties in support of classroom activities such as preparing, typing,

duplicating, and filing instructional materials.
- Provides medical assistance and health care to special education students as required; administers first aid and CPR according to established procedures.
- Makes home or community visits with students as necessary.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to the completion of the twelfth (12th) grade supplemented by specialized training in behavioral health; and

- Two (2) years of progressively responsible experience working with special education students.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.
- Possession of, or successful acquisition within six (6) months, a passing score on the Registered Behavior Technician (RBT) exam.
- Possession of, or successful acquisition within six (6) months, a valid Safety-Care Certification, to be maintained throughout employment.
- Possession of, or successful acquisition within six (6) months, a valid First Aid/CPR Certification, to be maintained throughout employment.

Knowledge of:

- Principles and practices of Applied Behavior Analysis (ABA).
- Developmental stages, needs, and characteristics of school-aged children, particularly related to special learning needs.
- Behavior management strategies and techniques.
- Observational skills, data collection techniques, and record keeping.
- Safety principles and practices, including basic first aid.
- Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- County and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Implement positive behavioral intervention plans.
- Model appropriate behavioral techniques.

- Recognize individual student learning needs and adapt to facilitate learning.
- Observe and record extensive data and perform a variety of related clerical tasks.
- Organize, maintain, and update student records and files.
- Handle medical emergencies and injuries in a calm and effective manner.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office or classroom setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various County sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a classroom classification including standing in work areas and walking between work areas required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office and classroom equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 40 pounds with the use of proper equipment.

ENVIRONMENTAL CONDITIONS

Employees work in an office or classroom environment with moderate to loud noise levels, cold and/or hot temperatures, and exposure to blood and body fluids while providing personal assistance to student(s) with daily activities and rendering First Aid and CPR. Employees interact with clients with behavioral disorders/erratic and assaultive behavior, including those which require emergency crisis intervention. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Employees are required to operate a vehicle to perform assigned work.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

January 2024
FLSA: Non-Exempt

SCHOOL BUS DRIVER

DEFINITION

Under general supervision, drives a school bus to transport special education students safely and efficiently to assigned locations along a designated route; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing full range of transportation vehicle operation duties in support of special education. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Drives a school bus along designated routes; picks up and discharges special education students in accordance with established timelines; observes legal and defensive driving practices; ensures compliance with applicable traffic and student transportation laws, codes, and regulations.
- Maintains order and discipline among passengers on the bus and while waiting at bus stops in accordance with Office policies related to disciplining students; reports behavior issues to appropriate personnel; ensures student understanding of bus rules.
- Transports students between home, school therapy, work sites, field trips, and other assigned locations; ensures safety of students; oversees the loading and unloading of physically and mentally handicapped students; assists students with crossing streets as needed.
- Ensures students are safely fastened into their seats; utilizes and assists students with wheelchair lifts, tiedowns, safety vests, wrist restraints, car seats, and seat belts as necessary.
- Monitors students with special health problems; determines appropriate action in emergency situations according to established guidelines; administers first aid and CPR to passengers as needed; requests emergency assistance as necessary.
- Conducts required daily safety inspections of buses; inspects the interior, exterior, and engine of buses to ensure safe operational condition; checks brakes, brake lights, doors, and other equipment; reports mechanical malfunctions or other problems and secures safety equipment.
- Maintains buses in a clean and safe operating condition; cleans windows, mirrors, and bus interiors; washes bus exterior and replenishes fuel as needed.
- Communicates with Office personnel and outside agencies to exchange information and resolve issues or concerns; operates a two-way radio during communications.
- Maintains various records and logs related to mileage, maintenance, student behavior, fuel receipts, incidents, inspections, and assigned activities; prepares accident and student incident reports as needed.

- Attends and participates in various mandated in-services and trainings as assigned.
- Conducts school bus evacuation drills as directed.
- Observes and complies will all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to the completion of the twelfth (12th) grade.

Licenses and Certifications:

- Possession of a valid California Class B Commercial Driver's License and a satisfactory driving record to be maintained throughout employment.
- Possession of a valid California School Bus Driver's Certificate, to be maintained throughout employment.
- Possession of a valid First Aid and CPR Certification issued by an authorized agency, to be maintained throughout employment.

Knowledge of:

- Operational characteristics of vehicles used to transport passengers including specialized devices for vehicle accessibility.
- Safe driving practices related to the operation of school buses.
- Applicable traffic and student transportation laws, regulations, and codes regarding school transit operations.
- Methods and techniques of conducting daily and routine vehicle safety inspection within established guidelines.
- Basic principles of record keeping.
- Principles and practices of data collection and report preparation.
- Safety principles and practices, including basic first aid.
- Mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Operate student transit vehicles skillfully and safely including the use of specialized equipment to assist passengers with vehicle accessibility.
- Respond decisively and effectively in emergency situations.
- Maintain a safe discipline level among passengers.
- Learn County geography, maps, streets, landmarks, and driving directions.
- Read and interpret maps and schedules.
- Maintain schedules on assigned routes.
- Maintain accurate logs, records, and basic written records of work performed.

- Maintain bus in clean and proper working condition.
- Handle medical emergencies and injuries in a calm and effective manner.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a predominantly vehicle driving/operation environment; to operate a motor vehicle and drive on highways, surface streets, and city roads in light to heavy traffic conditions; strength, stamina, and mobility to perform medium to heavy physical work; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. Vehicle operation visual requirements include near and distance, color vision, night vision, peripheral vision, depth perception and the ability to adjust focus. The job involves sitting for long periods of time while operating vehicles and walking on multiple types of surfaces to inspect vehicles and assist passengers. Finger dexterity, reaching with hands and arms, and using leg/foot to reach or handle vehicle controls and lifting devices to operate assigned equipment is needed. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work vehicles. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees primarily work in a driving environment and are frequently exposed to road and traffic conditions, loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, chemicals, and fumes, hazardous substances Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

June 2024
FLSA: Non-Exempt

SENIOR NATURALIST

DEFINITION

Under general direction, oversees and participates in the supervision, field trips, and nature-based instructional activities to students enrolled in the Residential Outdoor Education program; participates in the implementation of program goals and activities; trains, coordinates, and provides direction to program staff, interns, and student volunteers; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Naturalist series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to ensure efficient and effective servicing of the outdoor education program. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Leads the staff and student volunteers providing supervision, field trips, and nature-based instructional activities to students enrolled in the Residential Outdoor Education program; develops and implements age-appropriate activities involving science and nature-immersion; participates in the reinforcement of classroom instruction related to life science, ecology, and natural history.
- Serves as the site director in the absence of the administrator; assists with administration of the Residential Outdoor Education program; develops Program schedules, implements, and evaluates Program, individual, and group educational goals, and objectives; and maintains compliance with established policies and procedures.
- Trains and provides work direction and guidance to designated personnel, interns, and volunteers; oversees the Cabin Leader program; assigns duties and reviews work for compliance with established guidelines and procedures; provides input concerning evaluations as requested.
- Participates in the implementation of the Residential Outdoor Education instructional program; participates in the preparation and development of lesson plans according to established instructional standards; assists with ensuring Residential Outdoor Education activities comply with established curriculum requirements.
- Gathers and monitors feedback from students and volunteers about program activities and needs; disseminates information as needed to the appropriate parties.

- Serves as a liaison and coordinates Residential Outdoor Education communications, learning activities, services, and information between staff, administrators, interns, volunteers, students, parents, and others; resolves related Program issues and conflicts in a proper and timely manner.
- Observes and controls student behavior in accordance with approved policies and procedures; resolves student discipline issues and refers major discipline problems to the appropriate administrator; oversees and facilitates conflict resolution between individual and groups of students as needed.
- Visits classrooms and schools to promote the Residential Outdoor Education program; arranges visitations and presentations; prepares and delivers oral presentations concerning Program goals, objectives, standards, requirements, field trips, and instructional activities.
- Provides technical support and assistance to County Office personnel, volunteers, interns, parents, students, and others concerning Residential Outdoor Education activities; responds to inquiries and provide technical information concerning Program services, practices, policies, and procedures.
- Develops, implements, and conducts training activities for Program interns, volunteers, and personnel; explains instructional activities and Program goals and objectives; provides assistance during field trips and other instructional activities as needed.
- Implements and utilizes a variety of instructional techniques for working with students and reinforcing classroom instruction.
- Ensures the health and safety of students by following health and safety practices and procedures; maintains learning environment in a safe, orderly, and clean manner.
- Communicates with personnel, administrators, faculty, interns, students, school districts, various outside agencies, and others to exchange information and resolve issues or concerns; prepares and disseminates a variety of announcements related to the Residential Outdoor Education program and related instructional activities, schedules, and timelines.
- Administers first aid and CPR according to established procedures as needed; ensures proper and timely resolution of student health issues; assists in coordinating response to emergency situations as directed.
- Creates and maintains appropriate records and files; compiles and updates records and data electronically in accordance with federal, state, and county guidelines for reporting purposes; checks and ensures accuracy of data.
- Generates reports and statistics pertaining to assigned program area(s).
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in a natural science-related field, education, or a closely related field relevant to the program area; and

- Two (2) years of increasingly responsible experience working with students in an outdoor camp setting, program implementation, education, or school services specific to the program area of assignment.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.
- Possession of valid First Aid and CPR certificates to be maintained throughout employment.

Knowledge of:

- Principles and practices of leadership.
- Principles of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Terminology, principles, theories, practices, and procedures related to life science, ecology, and natural history.
- General curriculum standards, requirements, interpretation, and application in outdoor education.
- Occupational hazards, safety equipment, and practices related to the work, including safe practices in outdoor activities.
- Outdoor education educational programs, standards, requirements, procedures, and appropriate student conduct.
- Principles and practices of program implementation, review, and evaluation.
- Methods of preparing, processing, and maintaining records, reports, forms, and other documents and correspondence.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- SMCOE and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and SMCOE staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Plan, prepare, and conduct coaching and training classes for a variety of program participants, staff, interns, and volunteers.
- Serve as the site director in the absence of the administrator.
- Observe and implement health and safety regulations and respond effectively in the event of an emergency.
- Participate in the preparation and development of lesson plans.
- Schedule, monitor and lead students in field trips, games, recreational functions, groups, nature walks, crafts, and various other learning activities.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned to the field, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various sites; vision to inspect site conditions. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 20 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, and inclement weather conditions. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

January 2024
FLSA: Non-Exempt

SENIOR CUSTODIAL MAINTENANCE WORKER

DEFINITION

Under direction, leads and participates in a variety of custodial and routine building maintenance activities involved in maintaining assigned County Office of Education (Office) buildings and facilities in a safe, clean and orderly condition; leads and participates in a variety of routine general maintenance and repairs; inspects, installs, repairs, adjusts and replaces electrical, plumbing, mechanical, and various other parts, components and fixtures; participates in training and provides work direction and guidance to assigned personnel; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Manager, Facility Services. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the custodial maintenance worker series responsible for performing the most complex work assigned to the series provides technical and functional direction over lower-level staff. Incumbents regularly work on tasks which are varied and complex requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to ensure efficient and effective custodial maintenance services. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver custodial maintenance services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Leads and participates in a variety of custodial and routine building maintenance activities involved in maintaining assigned Office buildings and facilities in a safe, clean and orderly condition; monitors, inspects, and adjusts work in accordance to custodial needs and established procedures; coordinates with external vendors in regards to assigned facility projects as needed.
- Participates in training and provides work direction and guidance to assigned personnel; assigns and reviews work for accuracy and completeness; provides input concerning applicant interviews and employee evaluations as requested.
- Leads and participates in the cleaning of classrooms, offices, hallways and other facilities as assigned; maintains appropriate equipment and supplies including chemical solutions, paper towels, vacuums, and mops; dusts, sanitizes and wipes down desks, tables, furniture, countertops, doors, equipment, walls, windows and woodwork; spot mops spills; removes gum, debris, cobwebs and graffiti as needed.

- Leads and participates in a variety of routine general maintenance and repairs; inspects, installs, repairs, adjusts and replaces electrical, plumbing, mechanical, and various other parts, components and fixtures such as outlets, washers, flush valves, faucets, drains and toilets; replace light bulbs and ballasts; unclogs drains and repairs leaks.
- Drives a vehicle to pick up and deliver a variety of supplies and equipment such as furniture, classroom materials, food, office supplies and mail as assigned; receives and ships packages; load, unload and distribute supplies and equipment; ensures supplies and equipment are secure during delivery.
- Alters, repairs or constructs furniture and articles and structures of wood such as doors, chairs, benches, tables, partitions and desks as assigned; maintains walls and patch holes; replaces tiles; installs, maintains and repairs doors, windows and classroom equipment; applies paint to buildings and facilities.
- Participates in basic maintenance of office supplies and equipment (e.g., performing basic troubleshooting on copy machines, maintaining adequate supplies of toner, staples, and other supplies).
- Moves, arranges, and assembles furniture and equipment as required; sets up and assembles chairs, tables and other furniture and equipment for meetings and other events as assigned; cleans up furniture, equipment and debris following these events.
- Responds to immediate safety and/or operational concerns (e.g., facility damage, alarms, and emergency custodial calls).
- Locks and unlocks doors and gates as appropriate; sets alarms as required; maintains security of assigned areas according to established guidelines.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth (12th) grade; and

- Three (3) years of experience in janitorial or custodial work.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles of providing functional direction and training.
- Proper cleaning methods, and the safe usage of cleaning materials, disinfectants, custodial tools and equipment.
- Use and minor maintenance of hand and power tools and equipment used in janitorial work.
- Safety practices and equipment related to the work.
- Basic facility maintenance techniques and materials.
- Safe driving rules and practices.
- Techniques for providing a high level of customer service by effectively dealing with the public,

vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Use, maintain, and operate a variety of custodial equipment, including high-pressure washers, vacuum cleaners, carpet cleaners, buffers, mops, and brooms.
- Clean and care for assigned areas and equipment.
- Perform basic and preventative electrical, carpentry, plumbing, and painting maintenance and repair duties.
- Understand and follow oral and written instructions.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp and make repetitive hand movement in the performance of daily duties; possible entry into confined spaces and the use of confined entry equipment to climb and descend ladders, to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various work sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, which may include working on live electrical wires. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes, dust, and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

May 2024
FLSA: Exempt

SENIOR DISTRICT BUSINESS ADVISOR

DEFINITION

Under general direction, organizes, implements, and leads the daily operations and activities involved in the processing of transactions, and review, analysis, maintenance and adjustment of assigned funds and accounts in designated areas; coordinates, oversees, and participates in the preparation, monitoring, maintenance, approval and/or auditing of a variety of assigned budgets, financial and statistical records, transactions, statements and reports in accordance with AB 1200; provides technical expertise, guidance, and serves as a liaison to staff, school districts, and other related external agencies on fiscal matters; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Executive Director, District Business Services. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced level classification responsible for performing the most complex work in the analysis and review of assigned funds and accounts. Incumbents regularly work on tasks which are varied and complex requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to prepare, review, reconcile, and analyze financial and budget reports. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Organizes, implements, and leads the daily operations and activities involved in the processing of transactions, and review, analysis, maintenance and adjustment of assigned funds and accounts in designated areas such as payroll, accounts payable, accounts receivable and fiscal records management; ensures related functions and activities are in compliance with applicable federal, state, and local laws, rules, regulations, standards and County Office policies and procedures relevant to assigned area.
- Coordinates, oversees, and participates in the preparation, monitoring, maintenance, approval and/or auditing of a variety of assigned budgets, financial and statistical records, transactions, statements and reports; review and analyze financial statements, records and reports; modifies records, reports and statements as necessary; disburses funds upon receipt.
- Provides technical expertise, guidance, and serves as a liaison to staff, school districts, and other related external agencies on fiscal matters which may include budget and accounting issues, AB 1200 audits, financial reports, and budget changes and transfers; responds to inquiries and provides appropriate information; collaborates with appropriate parties on related presentations.
- Provides direction, training, and guidance to assigned staff; organizes, reviews, and approves work; assists in planning the work and evaluating the performance of assigned employees.

- Organizes, directs and participates in the calculation, posting, auditing and adjustment of journal entries; monitor, evaluate and reconcile designated accounts and funds; ensures accurate accounting of funds including income and expenditures; audit accounts for errors and make appropriate adjustments; reconcile various fiscal statements to ensure accurate fund accounting; prepare and review journal transfers.
- Oversees and participates in the input of a variety of financial and statistical data into an assigned computer system; establishes and maintains automated records and files; generates a variety of computerized reports; ensures accuracy of input and output data.
- Prepares and maintain a variety of narrative, financial and statistical records, reports and files related to accounts, funds, reconciliations and other assigned duties; ensure mandated reports are submitted to appropriate parties according to established timelines.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in accounting, finance, or a closely related field; and

- Four (4) years of increasingly responsible experience in accounting, payroll, and/or budget analysis functions.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles and practices of leadership.
- Principles of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Organization of operations and activities involved in the review, analysis, maintenance and adjustment of designated funds and accounts.
- Accounting and fiscal systems, policies, procedures and practices.
- Generally accepted accounting and auditing principles, practices and procedures.
- Principles of budget preparation, analysis, and monitoring.
- Methods and techniques of auditing, verifying, balancing, and reconciling accounting records.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, and Office policies and procedures relevant to assigned area of responsibility.
- Perform a variety of professional accounting and financial and budget analysis involved in reviewing, analyzing, auditing, reconciling, and maintaining assigned budgets.
- Lead and provide technical advice in the development and implementation of budgets.
- Prepare and analyze comprehensive financial statements and reports.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

June 2024
FLSA: Non-Exempt

SENIOR PAYROLL ANALYST

DEFINITION

Under direction, leads and participates in a variety of complex duties concerning the reconciliation of financial transactions and reports related to the County Office's and related education agency's (e.g., assigned school districts) payroll and taxes, including retirement services; reviews, analyzes, compiles, and audits related payroll data and reports; ensures financial transactions and reports comply with applicable federal, state, and local laws, codes, and regulations; performs the more complex work assignments for the classification series including complex reconciliation and compliance duties for which there are little or no directly related policies, procedures, or past practice which requires the exercise of independent judgment and discretion in establishing work plans, identifying resources, and completing assignments; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the payroll series responsible for performing the most complex work assigned to the series including the consolidation of payroll data into federal and state reporting. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment for payroll processing. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to process payroll. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Leads and participates in a variety of complex duties concerning the reconciliation of financial transactions and reports related to the County Office's and related education agency's (e.g., assigned school districts) payroll and taxes, including retirement services; reviews, analyzes, compiles, and audits related payroll data and reports; ensures financial transactions and reports comply with applicable federal, state, and local laws, codes, and regulations; drafts and prepares transmittal reports to the Federal and State government.
- Performs the more complex work assignments for the classification series including complex reconciliation and compliance duties for which there are little or no directly related policies, procedures, or past practice which requires the exercise of independent judgment and discretion in establishing work plans, identifying resources, and completing assignments; reviews, researches,

troubleshoots, and resolves related issues and discrepancies including those that require a higher-level of problem solving and subject matter expertise.

- Prepares, maintains, and processes the County Office's and related education agency's payroll including a variety of payroll and retirement system related forms, notices, and records.
- Serves as a technical resource to various internal departments, external agencies, and employees on related issues (e.g., certificated and classified payroll issues, including accounting activities, salaries, retirement plans, other contribution accounts, refunds, and service credit); responds to inquiries and complaints; acts as a mediator and provides information as needed.
- Prepares, processes, reviews, and adjusts payroll and retirement systems reporting (e.g., California Public Employee Retirement System (CalPERS) and California State Teachers Retirement System (CalSTRS)); coordinates with appropriate representatives to ensure reports are submitted accurately and appropriately including researching and processing work orders, resolving report errors and service credits, and preparing appropriate payments and reports.
- Oversees and audits the preparation, processing and maintenance of certificated and classified payrolls (e.g., reviewing information for accuracy, pay history adjustments, identifying discrepancies, making corrections resolving problems, and monitoring payroll/control numbers and checks) to ensure employees are paid in an accurate and timely manner.
- Oversee direct deposit activities including correction requests, pre-note rejects, direct deposit reversal requests, additions and related reports.
- Approves the payroll authorization report for payroll check printing; distributes checks to districts.
- Researches and analyzes service credit problems, payroll transactions, payroll adjustments, memo adjustments, and year-to-date adjustments.
- Observes and complies with all County Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in business, accounting, finance, or a related field; and

- Three (3) years of increasingly responsible experience in payroll processing and reporting, including one (1) year at a lead capacity.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles of providing functional direction and training to assigned staff.
- Principles and practices of leadership.
- Payroll and timekeeping practices, procedures, and terminology.
- Payroll processes and employee voluntary/involuntary deductions and retirement reporting processes/requirements as they relate to payroll.

- Employee benefits processes as they relate to payroll.
- Methods and techniques of data collection, research and report preparation.
- Business arithmetic.
- Recordkeeping and retention principles, policies, and procedures.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Interpret, apply, and explain relevant laws, rules, regulations, policies, and procedures regarding payroll processing, employee recordkeeping, retirement systems, and employee benefits related to payroll processing.
- Perform detailed payroll processing work accurately and in a timely manner.
- Review, post, balance, reconcile, and maintain accurate and confidential payroll records.
- Review payroll and other financial documents for completeness, accuracy, and compliance.
- Make accurate arithmetic computations and generate related reports.
- Understand and follow oral and written instructions.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

June 2024
FLSA: Non-Exempt

SENIOR PAYROLL AND RETIREMENT ANALYST

DEFINITION

Under direction, leads and participates in a variety of complex duties concerning the reconciliation of financial transactions and reports related to the County Office's and related education agency's (e.g., assigned school districts) payroll and taxes, including retirement services; reviews, analyzes, compiles, and audits related payroll data and reports; ensures financial transactions and reports comply with applicable federal, state, and local laws, codes, and regulations; performs the more complex work assignments for the classification series including complex reconciliation and compliance duties for which there are little or no directly related policies, procedures, or past practice which requires the exercise of independent judgment and discretion in establishing work plans, identifying resources, and completing assignments; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the payroll and retirement series responsible for performing the most complex work assigned to the series including the consolidation of payroll data into federal and state reporting. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment for payroll processing. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to process payroll. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Leads and participates in a variety of complex duties concerning the reconciliation of financial transactions and reports related to the County Office's and related education agency's (e.g., assigned school districts) payroll and taxes, including retirement services; reviews, analyzes, compiles, and audits related payroll data and reports; ensures financial transactions and reports comply with applicable federal, state, and local laws, codes, and regulations; drafts and prepares transmittal reports to the Federal and State government.
- Performs the more complex work assignments for the classification series including complex reconciliation and compliance duties for which there are little or no directly related policies, procedures, or past practice which requires the exercise of independent judgment and discretion in establishing work plans, identifying resources, and completing assignments; reviews, researches,

troubleshoots, and resolves related issues and discrepancies including those that require a higher-level of problem solving and subject matter expertise.

- Prepares, maintains, and processes the County Office's and related education agency's payroll including a variety of payroll and retirement system related forms, notices, and records.
- Serves as a technical resource to various internal departments, external agencies, and employees on related issues (e.g., certificated and classified payroll issues, including accounting activities, salaries, retirement plans, other contribution accounts, refunds, and service credit); responds to inquiries and complaints; acts as a mediator and provides information as needed.
- Prepares, processes, reviews, and adjusts payroll and retirement systems reporting (e.g., California Public Employee Retirement System (CalPERS) and California State Teachers Retirement System (CalSTRS)); coordinates with appropriate representatives to ensure reports are submitted accurately and appropriately including researching and processing work orders, resolving report errors and service credits, and preparing appropriate payments and reports.
- Oversees and audits the preparation, processing and maintenance of certificated and classified payrolls (e.g., reviewing information for accuracy, pay history adjustments, identifying discrepancies, making corrections resolving problems, and monitoring payroll/control numbers and checks) to ensure employees are paid in an accurate and timely manner.
- Oversee direct deposit activities including correction requests, pre-note rejects, direct deposit reversal requests, additions and related reports.
- Approves the payroll authorization report for payroll check printing; distributes checks to districts.
- Researches and analyzes service credit problems, payroll transactions, payroll adjustments, memo adjustments, and year-to-date adjustments.
- Observes and complies with all County Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in business, accounting, finance, or a related field; and

- Three (3) years of increasingly responsible experience in payroll processing and reporting, including one (1) year at a lead capacity.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles of providing functional direction and training to assigned staff.
- Principles and practices of leadership.
- Payroll and timekeeping practices, procedures, and terminology.
- Payroll processes and employee voluntary/involuntary deductions and retirement reporting processes/requirements as they relate to payroll.

- Employee benefits processes as they relate to payroll.
- Methods and techniques of data collection, research and report preparation.
- Business arithmetic.
- Recordkeeping and retention principles, policies, and procedures.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Interpret, apply, and explain relevant laws, rules, regulations, policies, and procedures regarding payroll processing, employee recordkeeping, retirement systems, and employee benefits related to payroll processing.
- Perform detailed payroll processing work accurately and in a timely manner.
- Review, post, balance, reconcile, and maintain accurate and confidential payroll records.
- Review payroll and other financial documents for completeness, accuracy, and compliance.
- Make accurate arithmetic computations and generate related reports.
- Understand and follow oral and written instructions.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

December 2023
FLSA: Non-Exempt

SENIOR CLIENT SERVICES TECHNICIAN

DEFINITION

Under direction, leads and provides technical support for information technology systems and infrastructure including hardware, software, mobile devices, and peripherals across multiple platforms; ensures consistent and timely communication on resolution efforts; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Client Services series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties/ensure efficient and effective servicing function of the assigned program area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This class is distinguished from the Supervisor, Client Services in that the latter is the full supervisory classification with responsibilities for the supervision and evaluation of assigned staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides lead direction, training, and work review to information technology technicians; organizes and assigns work and follows up to ensure coordination and completion of assigned work.
- Continuously monitors the status of assigned service tickets and ensures client is updated on the time frame for resolution; ensures that service tickets are documented in a timely manner to provide sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.
- Performs difficult or complex technical support for installation, configuration, maintenance, and upgrading of operating systems and software packages across disparate platforms, servers, network and data communication systems, personal and mobile computing systems and equipment, web-based applications, and related technologies; performs basic system administration functions.
- Installs and maintains network workstations and software; configures, installs, and tests network interface adapters and connects new clients to existing networks; isolates and repairs basic network communications problems at the personal computer, network hub, and host locations.
- Establishes and maintains user accounts, passwords, e-mail accounts, system groups and permissions, internet connectivity, security settings, agents and applications for designated programs.

- Inputs and updates a variety of data in designated computer systems as assigned; establishes and maintains automated records and files; creates queries, manipulates data and generates a variety of computerized reports as required.
- Monitors, maintains and assures security of networked devices (local and virtual) as assigned; establishes and maintains network and electrical connections; assists users in the recovery of work-related data as needed; prepares back-up data files in accordance with established procedures as required.
- Monitors inventory levels within an inventory management system of computer supplies and equipment; assists with ordering, receiving, storing and maintaining inventory supplies and with researching and providing recommendations for the purchase of hardware, software, and related information technology solutions.
- Writes and maintains user and technical operating instructions and documentation; provides training to users and other technical staff and advises on best practices; attends and participates in various meetings and trainings as assigned.
- Stays abreast of current trends and developments in information technology programs and services; attends and participates in various meetings and trainings and assists in the development of technology training programs as assigned.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to completion of the twelfth (12th) grade supplemented by college level coursework in computer science or a related field.

Experience:
- Four (4) years providing technical support for information technology systems and infrastructure across both MAC and Windows platforms or two (2) years of experience at a level equivalent to Office's class of Client Services Technician.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles of providing functional direction and training.
- Operational characteristics of computer, network, server, and communication systems, hardware, software, mobile devices, and peripheral equipment across both MAC and Windows platforms.
- Advanced principles, practices, methods, and techniques of troubleshooting, diagnosing, and resolving computer, network, server, and communication systems hardware, software, mobile device, and peripheral equipment issues.
- Methods and techniques of eliciting information and performing diagnostic procedures on technology systems.
- Security and monitoring devices, and procedures necessary to maintain the integrity and security of data.

- Principles and practices of developing and maintaining technical documentation, files, and records.
- SMCOE and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Perform a variety of routine to complex technical support functions across diverse platforms in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of computers, hardware, software, servers, network and data communication, security, and other related technologies and equipment.
- Understand, interpret, and explain systems solutions to users; research technical materials to provide solutions to problems.
- Develop and maintain technical operating instructions and documentation; train staff on software applications and hardware usage.
- Respond to and effectively prioritize a high volume of phone calls and other requests for service.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

January 2024
FLSA: Exempt

SENIOR CREDENTIALS ANALYST

DEFINITION

Under general direction, performs a variety of professional duties involved in monitoring, processing, and analyzing the documents and information ensuring certificated personnel hold valid and appropriate credentials; provides consultation to certificated personnel, applicants, school districts, and others concerning credential eligibility, requirements, procedures, and assignments; trains and provides work direction to other credentialing personnel; oversees the function and maintains the Custodian of Records responsibilities; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Credentials Analyst series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to ensure valid and appropriate credentialing of certificated staff in the County. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Oversees the professional and technical duties involved in monitoring, processing, and analyzing a variety of documents and information to ensure certificated personnel hold valid and appropriate credentials; acts as the monitoring authority and ensures credentialing activities comply with established guidelines, standards, requirements, laws, regulations, policies, and procedures.
- Monitors certificated payroll to ensure valid certification of employees; issues temporary certificates; approves the issuance and release of withheld payroll warrants as appropriate; advises districts concerning the resolution of payroll issues related to credentialing and the withholding and release of paychecks.
- Provides consultation to certificated staff, applicants, school districts, and the public concerning credential eligibility, applications, requirements, and procedures; responds to inquiries and provides technical information concerning related standards, practices, timelines, policies, laws, and regulations; resolves credential issues and problems in a timely manner.
- Monitors the assignment practices of school districts in San Mateo County and completes mandated reporting; advises school district personnel on appropriate assignment practices and conducts training sessions and workshops in appropriate assignment practices.
- Trains and provides work direction and guidance to assigned personnel; assigns employee duties and

reviews work to assure compliance with established standards, requirements, and procedures; provides input concerning employee evaluations as requested; coordinates and conducts in-services concerning the credentialing process.

- Prepares and maintains a variety of records, reports, and files related to credentials, applications, status, certificated personnel, permits, waivers, errors, rejections, paychecks, issues, problems, clearances, Temporary County Certificates (TCCs), correspondence, applicants, and assigned activities.
- Reviews, evaluates, and processes credential applications; verifies and evaluates applications and related transcripts, records, and documents to determine eligibility for credentials according to established requirements; requests additional documentation and follow up on credentials as needed.
- Leads and participates in assisting Induction program and various other certificated staff with obtaining and renewing credentials and changing credential status; monitors and keeps staff current concerning progress towards meeting credential requirements; notifies individuals of required course work and tests to obtain or clear credential and provide related materials.
- Serves as the Custodian of Records for employment clearances; maintains the history of clearance requests and updates records as necessary; compiles payment authorization for the Department of Justice.
- Assists in the development and implementation of Department goals, services, and objectives.
- Leads the annual audit of California Department of Education's California Longitudinal Pupil Achievement Data System (CALPADS) assignment data and the Commission on Teacher Credentialing's authorization data by educator's California Statewide Educator Identifier (SEID) for all the districts in San Mateo county, through the California Statewide Assignment Accountability System (CalSAAS) to determine the results of exceptions that are flagged; submits the final determinations on monitored assignments through CalSAAS.
- Maintains current knowledge of State credential requirements, legislation, laws, regulations, policies, and procedures; researches and evaluates related manuals, informational guides, and information as needed.
- Composes and distributes a variety of correspondence related to credentialing and assigned activities; duplicates and distributes materials as needed.
- Attends and participates in various meetings, conferences, and workshops; leads, organizes, and hosts credentialing workshops for San Mateo County school districts, Office sponsored events, or recruitment events, as assigned.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in human resources, education, or a closely related field; and

- Two (2) years of progressively responsible experience in human resources working with certificated personnel or credential related functions.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles of providing functional direction and training.
- Advanced principles, techniques, procedures, and terminology involved in the credentialing of certificated personnel.
- Practices and procedures related to certificated personnel.
- Principles and practices of data collection, auditing, and analysis.
- Principles and procedures of record keeping, report writing, and preparation of correspondence and presentations.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Monitor, process, and analyze a variety of documents and information to ensure certificated personnel hold valid and appropriate credentials.
- Provide consultation to certificated staff, applicants, school districts, and the public concerning credential eligibility, requirements, and procedures.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Coordinate and monitor proper placement and assignments of certificated staff.
- Receive and process credentials, permits, and rejection letters from the State.
- Verify and evaluate transcripts, records, and applications to determine eligibility for credentials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

May 2024
FLSA: Exempt

SUPERVISOR, LEARNING ANALYTICS

DEFINITION

Under direction, oversees the performance of data analysis, assessment, and evaluation services for Local Education Agencies (LEA), Early Learning State funded programs, and community-based organizations (CBO) in San Mateo County; supervises educational data and program evaluation services for LEA/CBO and program staff at the County Office of Education (Office); develops and implements data analysis frameworks for local, state, and federal programs related to accountability, assessment, Local Control Accountability Plans (LCAP), and grant funded projects; oversees data systems, contracts, and agreements; ensures the integrity and security of data related to analytics projects; ensures compliance with organizational objectives and regulatory requirements; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Executive Director, Research and Systems Planning. Exercises direct supervision over professional, technical, and/or administrative staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the Educational Data Analyst series that exercises independent judgment on diverse and specialized program evaluation with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and for organizing and overseeing day-to-day data collection and reporting. Incumbents provide professional level support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines and scope of practice.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, and directs learning analytic initiatives related to the collection, analysis, and use of student data applicable to LCAP, California's Longitudinal Pupil Achievement Data Systems (CalPADS), Smarter Balanced Assessment Consortium (SBAC), and early learning improvement and accountability systems as the data relates to the state and local district/CBO birth through grade 12 children population.
- Establishes and maintains project timelines and priorities; ensures learning analytics and grant/program evaluation services and activities comply with established standards, requirements, contract specifications, laws, codes, regulations, policies, and procedures.
- Supervises and evaluates the performance of assigned personnel; interviews and selects employees and recommends transfers, reassignment, termination, and disciplinary actions; coordinates subordinate work assignments and reviews work to ensure compliance with established standards, requirements, and procedures; researches, selects, and provides training to new contractors as needed.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommends and administers policies and procedures.

- Manages learning analytics services provided by staff and contractors to ensure compliance with established standards, requirements, and contract specifications; provides technical assistance to school and early learning sites on data assessment and analytics.
- Manages and maintains operational data stores, including connections to reporting and visualization software; ensures the security and validity of the data in the Operational Data Store (ODS); designs and manages procedures and policies for the upkeep and use of the ODS.
- Integrates advanced technologies and innovative practices into the research and evaluation process to enhance efficiency and accuracy; implements new data analytics tools and methodologies to improve the quality and relevance of research outcomes.
- Communicates with administrators, personnel, students, outside agencies, and the public to exchange information, coordinates activities and programs, and resolves issues or concerns; prepares, receives, and responds to a variety of correspondence.
- Manages the coordination of data, assessment and accountability communications, services, and information sharing between the County Office, Early Larning Support Services, Educational Services Divisions, county LEAs, CBOs, parents, outside agencies, and the public; establishes and maintains partnerships that facilitate and enhance support for continuous improvement of learning analytics services provided by the Office.
- Conducts comprehensive evaluations of educational programs, utilizing data-driven insights to assess effectiveness and recommends actionable improvements; develops reporting tools that support organizational and partner institution goals.
- Develops, implements, and maintains secure and effective data procedures and practices; maintains connections between data stores, analytics tools, LEAs, early learning community programs, and vendors; identifies improvements to data governance procedures and practices, and works with Information Technology and Educational Services to implement improvements.
- Directs communications, contracts, and compliance functions to meet district, CBO, and funder needs and ensures smooth and efficient project activities; oversees contract development and vendor relations, negotiation, implementation, and compliance with organizational standards and regulatory requirements; ensures budget management and financial control align with project and program goals.
- Oversees and participates in the preparation and maintenance of a variety of records, reports and files related to the provision of learning analytics services including contractor documentation, budgets, applications, compliance, personnel, and assigned activities.
- Documents the strengths and weaknesses of birth through grade 12 programs, projects, and authorized charters and prepares reports and interactive tools to support success and quality improvement.
- Maintains current knowledge of effective methods, practices, and standards related to data analysis and governance; modifies services to ensure compliance with the evolution of best practices, standards, and requirements as needed.
- Coordinates, attends, and conducts a variety of meetings; presents materials and information concerning data and assessment best practices, issues, needs and activities; attends and participate in various committees, workshops, and conferences.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a master's degree from an accredited college or university with major coursework in research methods, statistics, educational assessment, or a closely related field; and

- Three (3) years increasingly responsible experience conducting research studies and analytical projects and/or providing database administration, data governance, and reporting.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles, practices, procedures, and techniques involved in the research, collection, analysis, and reporting of large-scale quantitative data.
- Data governance, database management, data analytics and statistical packages, and visualization tools.
- Data aggregation, formatting, and reporting techniques.
- California Longitudinal Pupil Achievement Data System (CALPADS) as well as the data management and student information systems commonly used in California.
- Quantitative and qualitative analyses and data interpretation methods and techniques.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Give general direction to the conduct of activities necessary to appraise and evaluate on a continuing and systematic basis, the effectiveness of educational programs and practice.
- Compile and analyze data, develop and articulate conclusions, publish reports and make recommendations to improve the educational programs of LEA's and Office programs.
- Prepare and deliver presentations to school administrators, school boards, and public/private organizations that support educational data initiatives.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.

- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

July 2024
FLSA: Exempt

SUPERVISOR INFORMATION SYSTEMS, DISTRICT BUSINESS SERVICES

DEFINITION

Under general direction, plans, organizes, and directs operations and activities supporting the Enterprise Resource Planning (ERP) financial software systems; maintains ERP systems in compliance with federal and state requirements, education codes, Board policies, administrative regulations, and California Education Code; provides support and training to Office, school district, and charter school business office staff to ensure effective use of financial system programs in providing accurate and timely financial information throughout the county; develops communication systems to inform business office staff of financial system processes and resources; supervises, directs work, and evaluates the performance of the Office business services staff in managing and supporting the ERP system; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from Executive Director, District Business Services. Exercises direct supervision over professional and technical staff.

CLASS CHARACTERISTICS

This is a full supervisory-level class that exercises independent judgment for planning, organizing, reviewing, and evaluating operations and activities supporting Office's ERP system with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff, developing information technology solutions, and providing professional level support to the Executive Director, District Business Services in areas of assignment. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff responsible for programming, development, operation, analysis, maintenance and repair of the Office's (ERP) system.
- Participates in the development and implementation of goals, objectives, policies, and priorities for management and support of the ERP systems; monitors work activities to ensure compliance with established policies and procedures; makes recommendations for changes and improvements to existing standards and procedures.
- Participates in the selection of, trains, motivates, and evaluates assigned staff; works with employees to correct deficiencies; implements discipline as required.
- Coordinates development and implementation of training for Office, school district, and charter school ERP system end-users; develops reference materials such as guides on frequently asked questions and other user support materials to reinforce training and increase user productivity.
- Assists with budget preparation, financial reports, and posting of financial transactions in accordance with generally accepted accounting principles, policies and procedures.

- Analyzes financial reports for completeness and accuracy and prepares adjusting journal entries as needed.
- Organizes, directs, and prepares calculation, posting, auditing and adjustment of journal entries; monitors support actions, evaluates and reconciles assigned accounts; ensures accurate accounting of funds including income and expense; audits accounts for errors and makes appropriate adjustments; reconciles various financial statements to ensure accurate fund accounting; prepares and reviews journal transfers; ensures accurate reporting and records for retiree benefit payments.
- Coordinates functions involved in check printing, electronic fund transfers, and corresponding files; ensures accuracy and completeness of print jobs and file transfers to external agencies; coordinates with equipment and check-stock vendors and external agencies related to assigned functions.
- Serves as a fiscal resource and liaison to Office and District business office personnel, outside agencies and others concerning financial reporting and provides technical information concerning related accounts, funds, transactions, records, policies and procedures.
- Coordinates communications, services and information sharing between Office personnel, government agencies, outside organizations, and the public to assure efficient fiscal services; ensures proper and timely resolution of issues, errors and discrepancies related to assigned accounting functions.
- Provides technical information and assistance to the Executive Director, District Business Services in the formulation and development of policies, procedures and programs; advises the Executive Director, District Business Services of unusual trends or problems and recommend appropriate corrective action.
- Directs and participates in the preparation and maintenance of a variety of records and reports related to projects, devices, systems, changes, software, vendors, personnel and assigned activities.
- Stays abreast of current trends and developments in information technology and ERPs by attending courses and system training, reviewing professional publications, and conferring and collaborating with others in the professional community.
- Ensures staff observe and comply with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in accounting, finance, public administration, business administration, or related field.

- Four (4) years of fiscal services experience, including public agency payroll and accounting experience.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles, practices and methods related to enterprise resource planning (ERP) technology systems.

- Principles, practices and methods of database structures, computer programming and system design, on-line applications and system capabilities of technology systems.
- Principles and practices of governmental payroll, fiscal recordkeeping, and budgeting.
- Accounting, auditing, financial analysis, forecasting, and budget principles and procedures and their application to a variety of accounting transactions and problems.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and SMCOE staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Serve as a technical liaison to Office personnel, school districts, the Department of Education, and other outside agencies as needed.
- Prepare complete and accurate accounting and payroll reports and records, statistical reports, financial reports and other related specialized reports.
- Prepare clear and concise technical documentation, information technology procedures, staff reports, and other written materials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

April 2024
FLSA: Exempt

SUPERVISOR, INTEGRATED TECHNOLOGY CLIENT SERVICES

DEFINITION

Under general direction, plans, organizes, and directs activities involved in the evaluation, tracking, development, operation, analysis, maintenance, repair and disposal of designated Office and school district computer systems, databases, hardware, mobile devices, software, peripherals and accessories; coordinates projects, personnel, help desk and client support functions, and communications to meet Office and school district technology needs; supervises, directs work, and evaluates the performance of the Client Services team; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Chief Technology Officer. Exercises direct supervision over technical staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the Client Services series that exercises independent judgment on diverse and specialized information technology help desk and client support services with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff, developing information technology solutions, and providing professional level support to the Chief Technology Officer in areas of assignment. Performance of the work requires the use of independence, initiative, and discretion within established guidelines. Performance of the work requires the use of independence, initiative, and discretion within established guidelines and scope of practice.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff responsible for the installation, configuration, maintenance, and repair of the Office's information technology operating systems and software packages, servers, network and data communication systems, personal and mobile computing systems and equipment, web-based applications, and related technologies.
- Participates in the development and implementation of information technology goals, objectives, policies, and priorities; monitors work activities to ensure compliance with established policies and procedures; makes recommendations for changes and improvements to existing standards and procedures.
- Participates in the selection of, trains, motivates, and evaluates assigned staff; works with employees to correct deficiencies; implements discipline as required.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies and recommends opportunities for improvement; implements approved changes.

- Coordinates and directs the establishment of computing device and technology standards, procurement, installation, configuration, modification and operation of computer hardware, software, networks and peripherals; assure proper installation of hardware and software, and testing of applications to ensure proper operation; directs and participates in the investigation, troubleshooting, diagnosis and repair of computer network and system problems and malfunctions; directs projects related to disposal of non-functioning or obsolete computing devices and equipment.
- Oversees and participates in technical assistance services to provide users with appropriate information concerning the operation of computer systems, hardware, software, mobile devices, cloud computing, networks, computer peripherals, and related practices, requirements, procedures, and responses to malfunctions; coordinate staff activities in troubleshooting and solutions; ensures proper and timely response to maintenance, repair, and device disposal needs.
- Coordinates communications, projects, systems and information between Office and school district personnel, vendors, and various outside agencies to assure smooth and efficient installation, operation, development and maintenance of computer devices and systems; ensures proper and timely resolution of related issues, conflicts, and discrepancies.
- Monitors inventory levels of computer supplies and equipment; orders, receives, and maintains adequate inventory levels of parts and supplies; contacts vendors and contractors to discuss and obtain product, service and pricing information; researches, analyzes and recommends the purchase of computer hardware, software, and technology services according to product quality, sustainability, ease of integration, and price effectiveness.
- Develops and implements technology projects and systems; estimates and ensures adequate time, staff and resources required for projects; calculates and prepares cost estimates; monitors progress of projects; inspects completed projects for accuracy, completeness and compliance with established specifications and requirements.
- Provides technical information and assistance to the Chief Technology Officer regarding technology activities, needs and issues; assists in the formulation and development of policies, procedures and programs.
- Directs and participates in the preparation and maintenance of a variety of records and reports related to projects, devices, systems, changes, software, vendors, personnel and assigned activities.
- Participates in building and implementing Integrated Technology Services (ITS) strategic plans; assists in the development of ITS's budget.
- Stays abreast of current trends and developments in information technology by attending courses and system training, reviewing professional publications, and conferring and collaborating with others in the professional community.
- Ensures staff observe and comply with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in information technology, computer science or a related field; and

- Six (6) years of increasingly responsible experience involving the programming, development, operation, analysis, maintenance and repair of computer systems.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Integrated information technology infrastructure and systems, including computer, network, server, and communication systems, hardware, software, and peripheral equipment.
- Advanced principles, practices, methods, and techniques of troubleshooting, diagnosing, and resolving routine to complex computer, network, server, and communication systems hardware, software, and peripheral equipment issues.
- Methods and techniques of eliciting information and performing diagnostic procedures on technology systems.
- Customer service and helpdesk standards, practices, techniques, and procedures.
- Procedures necessary to maintain the integrity and security of data and systems.
- Principles and practices of project management.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise and perform operations and activities involved in the programming, development, operation, analysis, maintenance and repair of designated Office and school district computer systems, databases, telecommunications systems, hardware, software and peripherals.
- Manage user support functions concerning technology systems and applications and ensure proper investigation, troubleshooting, diagnosis and repair of system malfunctions.
- Coordinate the upgrading and implementation of new system applications and direct the review, analysis and modification of existing systems and programs.
- Work collaboratively with Office staff to identify and implement technology solutions for business process improvements and efficiencies.
- Recommend, design, develop, and implement new, enhanced, or modified information technology systems.
- Prepare clear and concise technical documentation, information technology procedures, staff reports, and other written materials.

- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

April 2024
FLSA: Exempt

SUPERVISOR, MEDIA AND INTEGRATED TECHNOLOGY SERVICES OPERATIONS

DEFINITION

Under general direction, plans, organizes, and directs operations and activities involving Office audio/visual and media services initiatives and support; develops and provides information technology user training offerings for Office personnel; coordinates administrative operations for the Integrated Technology Services (ITS) Department, including Help Desk functions, information technology procurement, inventory tracking, technology tracking and audits; assists the Chief Technology Officer with project management; supervises, directs work, and evaluates the performance of assigned personnel; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Chief Technology Officer. Exercises direct supervision over technical and administrative staff.

CLASS CHARACTERISTICS

This is a full supervisory-level class that exercises independent judgment on diverse and specialized audiovisual and media systems, information technology user training development, and operational support services with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff, developing information technology solutions, and providing professional level support to the Chief Technology Officer in areas of assignment. Performance of the work requires the use of independence, initiative, and discretion within established guidelines. Performance of the work requires the use of independence, initiative, and discretion within established guidelines and scope of practice.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff responsible for audiovisual and media systems support and initiatives, development of information technology user training, and coordination of administration operations such as Help Desk monitoring, procurement, and inventory.
- Participates in the development and implementation of information technology goals, objectives, policies, and priorities; monitors work activities to ensure compliance with established policies and procedures; makes recommendations for changes and improvements to existing standards and procedures.
- Participates in the selection of, trains, motivates, and evaluates assigned staff; works with employees to correct deficiencies; implements discipline as required.
- Plans, organizes and directs all technical duties involved in the pre and postproduction of video products created at Office in-person, virtual and hybrid events, meetings and professional development offerings.
- Designs program evaluation methodologies, including questionnaires, surveys and interview protocols;

prepare guidelines for conducting inquiries with the appropriate stakeholders for ITS departmental performance evaluation.

- Coordinates and directs development and deployment of professional trainings for Office staff in the use of end-user hardware and administrative software tools supported by ITS; coordinates and directs cybersecurity training for Office staff and stakeholders, including selection of appropriate training tools, review of content for training and testing, and tracking to monitor compliance with Office Cybersecurity Training initiatives.
- Coordinates, oversees, and directs procurement activities for all technology products purchased by Office, including the receipt of quotes, requisition or change order entry into the enterprise financial system or other purchasing tool, tracking of open purchase orders, receipt of product, return of defective product, entry of product information into the established inventory system and distribution of product to the appropriate stakeholders.
- Selects, negotiates with, and monitors third-party vendors to ensure quoted products comply with established standards and contract specifications; creates and reviews documentation concerning vendors to ensure standards are being met.
- Deploys and implements new software applications, including policies and procedures to align with organizational standards; provides application administration and support.
- Coordinates and oversees tracking of all Office information technology hardware inventories, maintenance contracts, software and subscription renewals, domains, circuits and other technical assets; oversees the tracking of ITS leaves and off-site assignments.
- Designs, develops, recommends and implements procedures for the use of digital records, including establishment of naming conventions, procedures for indexing and file lookup, classification of records and best practices in digitizing, maintaining and disposing of digital records.
- Develops, oversees and implements ITS's Helpdesk function, including updating and improving the structure of the Helpdesk tool and aligning the Helpdesk tool with adopted Service Level Agreements and the ITS Service Catalog; coordinates with other ITS supervisors to ensure appropriate coverage of the Helpdesk during business hours; ensures Helpdesk requests are routed to the appropriate ITS staff; designs and implements Helpdesk reporting program to track ITS performance against established ITS metrics.
- Provides technical information and assistances to the Chief Technology Officer regarding technology activities, needs and issues; assists in the formulation and development of policies, procedures and programs.
- Directs and participate in the preparation and maintenance of a variety of records and reports related to projects, devices, systems, changes, software, vendors, personnel and assigned activities.
- Participates in building and implementing ITS strategic plans; assists in the development of ITS's budget.
- Stays abreast of current trends and developments in information technology and network services by attending courses and system training, reviewing professional publications, and conferring and collaborating with others in the professional community.
- Ensures staff observe and comply with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in information technology, computer science, business administration, or a related field; and

- Six (6) years of increasingly responsible experience in information technology management, information technology project management, media management and/or development and delivery of professional development offerings.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles, methods and procedures of operating computers, network systems and peripherals, and audiovisual and media systems.
- Principles and practices of adult learning theory and professional training development.
- Principles, practices, and methodology of digital records management, inventory tracking and auditing, information technology management frameworks and metrics, software integration, and information technology project management.
- Principles, practices, and methodology of procurement and the preparation, development and negotiation of contracts.
- Customer service and Helpdesk standards, practices, techniques and procedures.
- Principles and practices of project management.
- Cyber security, disaster recovery and business continuity best practices.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, coordinate, and perform audiovisual and media systems support, development of information technology user training, and administration operations such as Help Desk monitoring, procurement, and inventory.
- Coordinate the design, development, upgrading and implementation of new system applications.
- Direct the review, analysis and modification of existing systems and programs.
- Supervise and evaluate the performance of third-party vendors.
- Prepare clear and concise technical documentation, information technology procedures, staff reports, and other written materials.

- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

July 2024
FLSA: Exempt

SUPERVISOR, INTEGRATED TECHNOLOGY NETWORK SERVICES

DEFINITION

Under general direction, plans, organizes, and directs internet, network connectivity, network infrastructure, server management, cloud computing, multifunction systems, communications systems and cybersecurity preparedness for the Office and school districts, including the design, development, operation, analysis, maintenance and repair of network systems; establishes and implements procedures; supervises, directs work, and evaluates the performance of the Network Services team; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Chief Technology Officer. Exercises direct supervision over technical staff.

CLASS CHARACTERISTICS

This is a full supervisory-level class that exercises independent judgment on diverse and specialized network support systems, servers, and related equipment and software services with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff, developing information technology solutions, and providing professional level support to the Chief Technology Officer in areas of assignment. Performance of the work requires the use of independence, initiative, and discretion within established guidelines. Performance of the work requires the use of independence, initiative, and discretion within established guidelines and scope of practice.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff responsible for the design, installation, configuration, maintenance, upgrading, troubleshooting, tuning and support of local and wide area networks (LANs/WANs), cloud services/storage, servers, operating systems, applications, communications systems and multifunction systems.
- Participates in the development and implementation of information technology goals, objectives, policies, and priorities; monitors work activities to ensure compliance with established policies and procedures; makes recommendations for changes and improvements to existing standards and procedures.
- Participates in the selection of staff; trains, motivates, and evaluates assigned staff; works with employees to correct deficiencies; implements discipline as required.
- Plans and organizes configuration of network devices and software including routers, switches, wireless access points, security devices and others; configure routers and switches for Office sites and school district customers; configures and maintains network monitoring tools.
- Develops and deploys Incident Response Plans and cybersecurity procedures for information technology; supervises the review and analysis of system logs, security information and event

management (SIEM) tools, and network traffic for unusual or suspicious activity, and makes recommendations to restore secure operations.

- Plans, organizes and directs the planning, design, set-up, development and modification of internet and communications systems; ensures proper installation of hardware and software and testing of applications to ensure proper operation; directs the investigation, troubleshooting, diagnosis and repair of network system problems and malfunctions.
- Coordinates projects, personnel, and communications to meet Office and school district internet, e-mail and website needs; develops and implements related projects, services, goals, objectives, plans, strategies, systems and activities; confers and collaborates with staff in the planning of internet and e-mail services, and the resolution of technical issues.
- Monitors, analyzes and identifies Office technological needs; researches, analyzes, and identifies opportunities to enhance internet, e-mail and Voice Over Internet Protocol (VoIP) services; initiates system, hardware, software and service purchases and upgrades as appropriate; coordinate related purchasing activities with vendors and service providers.
- Manage internet service provider (ISP) vendor services for Office and school districts; monitors internet bandwidth and circuits for availability for Office and school district ISP clients; assists with developing and adjusting ISP pricing as needed.
- Develops and implements technology projects and systems; estimates and ensures adequate time, staff and resources required for projects; calculates and prepares cost estimates; monitors progress of projects; inspects completed projects for accuracy, completeness and compliance with established specifications and requirements.
- Provides technical information and assistance to the Chief Technology Officer regarding technology activities, needs and issues; assists in the formulation and development of policies, procedures and programs.
- Directs and participate in the preparation and maintenance of a variety of records and reports related to projects, devices, systems, changes, software, vendors, personnel and assigned activities.
- Participates in building and implementing ITS strategic plans; assists in the development of ITS's budget.
- Stays abreast of current trends and developments in information technology and network services by attending courses and system training, reviewing professional publications, and conferring and collaborating with others in the professional community.
- Ensures staff observe and comply with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in information technology, computer science or a related field; and

- Six (6) years of increasingly responsible experience involving the configuration, development, operation, analysis, maintenance and repair of network systems.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Network security systems and technologies such as firewalls, content filtering, encryption, and certificate management.
- Applicable types of cabling, operating systems, servers and network design.
- Virtualization concepts and technologies, storage and backup concepts and technologies. Principles, methods and procedures of operating computers, networks and peripheral equipment.
- System utilities and design and program applications.
- Cyber security, disaster recovery and business continuity best practices.
- Customer service and Helpdesk standards, practices, techniques and procedures.
- Principles and practices of project management.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise and perform the provision of internet and e-mail services for Office and school district clients, including the development, operation, analysis, maintenance and repair of related computer and network systems.
- Coordinate, direct and participate in the design, development, updating and maintenance of Office network and communications systems.
- Plan, organize and direct the planning, design, set-up, development and modification of network, internet and communications systems.
- Direct the investigation, troubleshooting, diagnosis and repair of system problems and malfunctions.
- Direct and participate in a variety of network administration activities including establishing and maintaining user accounts, e-mail accounts, internet connectivity and security applications.
- Prepare clear and concise technical documentation, information technology procedures, staff reports, and other written materials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

May 2024
FLSA: Exempt

SUSTAINABILITY ANALYST

DEFINITION

Under direction, performs a variety of duties in support of the San Mateo County Office of Education's (Office) sustainability initiatives; supports schools and districts to maintain sustainable and climate resilient campuses, practices, and culture; provides technical assistance and coordination between community partners, available resources, and schools/districts; provides assistance to management in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing professional duties in support of environmental literacy and sustainability. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Collects, analyzes, and utilizes data to strengthen sustainability efforts and ensure compliance across schools in San Mateo County and the Office; monitors and evaluates waste management practices, and assists with strategic planning and assessment.
- Supports efforts to develop, implement, and provide training on county-wide protocols with district partners to promote sustainable operations, facilities, and programs; facilitates, plans, and hosts network meetings with community partners.
- Provides technical support to districts and schools in developing and implementing sustainability plans; promotes environmental education programs and resources from community partners.
- Assists in preparing and conducting training sessions and materials; connects schools with their waste haulers and other sustainability resources.
- Creates and modifies templates for schools to assess green initiatives; prepares and conducts waste trainings for school staff and works with cross-divisional teams to identify and implement best practices for sustainability.
- Communicates and collaborates with school sites and community partners to ensure efficient and effective use of support services; provides technical assistance for state mandates on waste compliance.
- Monitors and evaluates efforts to promote sustainability across schools in San Mateo County and the Office.
- Identifies and shares best practices in San Mateo County for creating sustainable campuses.
- Remains current on applicable laws, codes, regulations, policies, and procedures related to assigned activities.

- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to a bachelor's degree from an accredited college or university with major coursework in environmental studies, social science, education, or a closely related field.

Experience:
- Two (2) years of increasingly responsible experience involving sustainability, environmental education, solid waste management, and/or resource conservation preferably in an educational setting.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- General principles and practices of environmental sustainability, zero waste, and resource conservation.
- Practices, procedures, and techniques involved in the planning and implementation of green facilities and operational efforts.
- Principles and practices of solid waste management, including recycling, source reduction, and diversion programs.
- Waste audits and methods to reduce and recycle solid waste.
- Collaboration and communication concepts and principles.
- Record keeping principles and procedures.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Provide technical support to school districts and sites to achieve green facility operational goals and greenhouse gas emission reduction.
- Review, monitor, and evaluate progress on goals and capture best practices.
- Review and analyze technical information and develop and present findings and recommendations.
- Analyze and synthesize information and prepare written reports and records in a clear and concise manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.

- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

January 2024
FLSA: Non-Exempt

TRAINING PLACEMENT ASSISTANT

DEFINITION

Under general supervision, provides designated special education students with job site and vocational training, coaching, and guidance in the enhancement of occupational skills; accompanies students to job sites to oversee, monitor, and guide the development of student employment activities; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing training duties in support of special education. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides designated special education students with job site and employment training, coaching, and guidance in the enhancement of vocational skills; monitors, assesses and adjusts training activities in response to student progress, performance, and behavior.
- Visits job sites to oversee student vocational activities; monitors and assesses student progress at work sites; assesses student needs and abilities and provides appropriate job training strategies; confers with employers concerning student performance and progress.
- Demonstrates a variety of vocational functions, tasks, and activities for students; explains vocational practices, techniques, procedures, tools, equipment, and terminology; assists students by answering questions, providing proper examples, emotional support, friendly attitude, and general guidance; explains and ensures student understanding of vocational assignments and instructions.
- Serves as a liaison between the Office, students, employers, outside agencies and others regarding employment and vocational training services; reports and confers with employers, faculty, staff, and others concerning student progress, performance, and behavior.
- Implements vocational and job site learning activities; ensures student understanding of job site sanitation requirements, clothing standards, safety practices and behavior guidelines; advises and confers with students regarding work ethics, uniforms, grooming, and other vocational concerns.
- Operates a variety of office equipment such as copiers, fax machine, typewriters and computers as required; utilizes and assists students in operating a variety of job site equipment; drives a vehicle to conduct work.
- Prepares and maintains various records and reports related to student progress, incidents, behavior, IEPs, and assigned activities; establishes and maintains student files; prepares and processes time sheets

and student evaluation, mileage, and a variety of other forms.
- Communicates with Office personnel, faculty, local agencies, and various outside organizations to exchange information and resolve issues or concerns; receives and responds to a variety of correspondence.
- Participates in a variety of other assigned activities such as preparing student intake packets, administering, and scoring vocational assessment tests, developing job sites, assisting with inventory, conducting follow-up surveys, and assisting with various job clubs as directed.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to the completion of the twelfth (12th) grade.

Experience:
- Two (2) years of increasingly responsible experience working with special education students in an instructional or vocational environment.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Practices, procedures, and techniques of providing job site and employment training, coaching, and guidance.
- Principles and practices of working with special education students.
- Basic instructional methods and techniques.
- Employment and training needs of special education students.
- Job site procedures and appropriate student conduct.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- SMCOOE and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Provide training, coaching, and guidance in the enhancement of vocational skills.
- Visit job sites and oversee and monitor progress of student employment activities.
- Monitor, assess, and adjust training activities in response to student progress, performance, and behavior.
- Assess student needs and abilities and provide appropriate training strategies.

- Explain and demonstrate a variety of vocational functions, tasks, and activities.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various County sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

January 2024
FLSA: Non-Exempt

TRANSPORTATION SCHEDULER

DEFINITION

Under general supervision, schedules and coordinates transportation for special education and other assigned students between home, school, and various community locations; develops and arranges bus routes and stops that meet student needs; resolves scheduling issues or conflicts as they arise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This classification is responsible for the coordination of programs in the transportation division. Incumbents have responsibility for independently coordinating and implementing the program's goals and objectives. Positions in this classification rely on experience and use considerable discretion and independent judgment to ensure the program's efficient and effective service delivery. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver program services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Schedules transportation for special education and other assigned students between home, school, and various community locations; prepares monthly calendars; adjusts routes and schedules to enhance timeliness and efficiency of transportation activities and resolves related issues and conflicts.
- Develops and arranges bus routes and stops to meet student needs; reviews, verifies, and adjusts schedules in response to school district calendars, address changes, student transfers, school schedule changes, student needs, new students, and service requests; reviews, processes and prepares route consolidations.
- Serves as a liaison between the County Office of Education (Office), bus contractor, parents, staff, faculty, students, and others concerning transportation functions; researches, investigates, and resolves parent, teacher, contractor, and student transportation issues, complaints, and conflicts in a proper and timely manner.
- Utilizes a computerized bus routing and scheduling system; inputs and extracts a variety of student, routing, and scheduling data; initiates queries, manipulates data and generates computerized routes, consolidations, and schedules.
- Compiles information and prepares and maintains various records, reports, and files related to pick-ups, drop-offs, students, attendance, accidents, calendars, contractors, late buses, staff planning, consolidations, cancellations, and assigned activities; prepares and processes various forms.
- Prepares, verifies, and generates monthly billings for transportation charges as assigned; calculates and

determines appropriate contractor payments.

- Communicates with parents, personnel, school districts, and various outside agencies to exchange information and resolve issues or concerns related to student transportation, scheduling, and routing; attends Individualized Education Program (IEP) meetings to support transportation needs and address concerns as requested.
- Coordinates scheduling and routing changes with contractors; contacts contractors concerning student pickups and late buses.
- Modifies schedules and generates re-cap sheets in response to staff planning days as assigned; conducts field checks of new areas as needed; provides input concerning the canceling of buses to enhance cost effectiveness as directed.
- Receives and responds to complaints concerning student behavior issues; researches related incidents and recommends appropriate disciplinary actions such as bus suspensions and warnings in accordance with established policies.
- Attends and participates in various meetings and in-services as required.
- Serves as an informational resource concerning student transportation functions; responds to inquiries and provides information concerning related routes, schedules, standards, requirements, practices, policies, and procedures.
- Researches and arranges for individuals to receive students in the absence of parents as needed; assists in coordinating response to emergency transportation situations as directed.
- Develops and arranges bus routes for field trips and special events.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to the completion of the twelfth (12th) grade; and

- Three (3) years of increasingly responsible experience in transportation scheduling, dispatching, or a closely related field.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles and practices of student transportation.
- Scheduling and routing of student transportation activities.
- Transportation issues and concerns of students with special needs.
- Basic principles of efficient and economical bus routing techniques.
- Methods and techniques of resolving day-to-day transit operational issues.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Develop and arrange bus routes and stops to meet student transportation needs.
- Utilize computerized systems to generate routes, consolidations, and schedules.
- Review, verify and adjust schedules in response to school district calendars, address changes, student transfers, school schedule changes, student needs, new students, and service requests.
- Review, process and prepare route consolidations.
- Respond decisively and effectively in resolving problems and emergency situations.
- Maintain accurate logs, records, and written records of work performed.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various County sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION
Excellence and Equity in Education

January 2024
FLSA: Exempt

TRANSPORTATION SUPERVISOR

DEFINITION

Under direction, supervises the scheduling, routing, and operations of transportation for special education and other assigned students between home, school, and various community locations; coordinates communications, contractor services, and personnel to meet student transportation needs; supervises and evaluates the performance of assigned personnel; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises direct supervision over technical and maintenance staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the transportation series that exercises independent judgment on diverse and specialized transportation needs with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and for organizing and overseeing day-to-day transportation routing and operations. Incumbents provide technical level support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines and scope of practice.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, and supervises San Mateo County Office of Education (Office) transportation operations, scheduling, routing, and activities ensuring safe and timely transportation of special education and other designated students to and from school, home, and various community locations;
- Assigns, supervises, and reviews for compliance with established requirements and procedures the work of staff providing transportation services; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Oversees and participates in the development and adjustment of routes and schedules to enhance timeliness and efficiency of transportation activities; oversees the review, verification, and adjustment of schedules in response to school district calendars, address changes, student transfers, school schedule changes, new students, and service requests; and ensures safety of pick-up and drop-off locations.
- Coordinates communications, contractor services, and personnel to meet student transportation needs and smooth and efficient transportation activities; confers with parents, staff, faculty, administrators, contractors, and various outside agencies concerning transportation needs and activities; ensures proper and timely resolution of transportation issues and conflicts.
- Monitors contractor activities to ensure compliance with established standards and contract specifications.
- Plans, organizes, and ensures proper completion of required daily safety inspections of buses; ensures

transportation activities comply with applicable laws, codes, rules, regulations and requirements of the California State Department of Education and the California Highway Patrol.
- Directs and participates in the review, processing, and preparation of route consolidations; utilizes a computerized bus routing and scheduling system; initiates queries, manipulates data and generates computerized routes, consolidations, and schedules.
- Participates in the development and preparation of the annual preliminary transportation budget; reviews and evaluates budgetary and financial data; controls and authorizes expenditures in accordance with established limitations; supervises monthly billings for transportation charges and approves contractor payments.
- Serves as a technical resource concerning Office transportation functions; responds to inquiries and provides detailed and technical information concerning related routes, schedules, vehicles, laws, rules, regulations, requirements, policies, and procedures.
- Compiles information and oversees and participates in the preparation and maintenance of various records and reports related to students, personnel, contracts, mileage, billings, financial activity, and assigned duties; ensures mandated reports are completed in accordance with established timelines.
- Monitors and maintains adequate inventory levels of transportation supplies and equipment; coordinates purchasing activities and approves purchases as needed; participates in the preparation of contract documents and the review, evaluation, and awarding of bus contracts.
- Attends and participates in various meetings and in-services as required.
- Serves as an informational resource concerning student transportation functions; responds to inquiries and provides information concerning related routes, schedules, standards, requirements, practices, policies, and procedures.
- Coordinates response to emergency transportation situations, vehicle problems, and malfunctions; reviews maintenance records to ensure proper inspections and maintenance.
- Oversees, verifies, and ensures the appropriate and timely conducting of school bus evacuation drills.
- Ensures staff observe and comply with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to the completion of the twelfth (12th) grade; and

- Three (3) years of increasingly responsible experience in transportation scheduling, dispatching, or a closely related field.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of student transportation.

- Scheduling and routing of student transportation activities.
- Standards, requirements, procedures, and techniques for the safe and timely transportation of students with special needs.
- Modern methods and principles of efficient and economical bus routing techniques.
- Methods and techniques of resolving day-to-day transit operational issues.
- Basic budget preparation and administration.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Plan, organize, and supervise Office transportation operations, routing, scheduling, and activities to ensure the safe and timely transportation of special education and other designated students.
- Learn school sites and geography of San Mateo County.
- Supervise the development and adjustment of bus routes and stops to enhance efficiency and meet student transportation needs.
- Utilize computerized systems to generate routes, consolidations, and schedules.
- Review, verify and adjust schedules in response to school district calendars, address changes, student transfers, school schedule changes, student needs, new students, and service requests.
- Review, process, and prepare route consolidations.
- Respond decisively and effectively in resolving problems and emergency situations.
- Maintain accurate logs, records, and written records of work performed.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various County sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

SAN MATEO COUNTY OFFICE OF EDUCATION

Excellence and Equity in Education

April 2024
FLSA: Non-Exempt

YOUTH DEVELOPMENT & SAFETY SPECIALIST

DEFINITION

Under general supervision, organizes various activities and programs to promote and reinforce a positive school climate; provides mentorship to students in modeling appropriate conduct, teaching and fostering healthy life skills, and assisting students with behavioral and school performance issues; provides security, safety, and protection to students, personnel, equipment, and property; enforces laws and regulations and responds to emergency situations; provides service internally to school programs within the County Office, and externally to public schools, and school programs within San Mateo County; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of the Safe and Supportive Schools program. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Facilitates experiential activities centered on issues relevant to the social and emotional development of students; conducts and leads team-building activities to develop and enhance student social skills, build confidence, and teach life skills in a safe and supportive environment.
- Serves as a resource for individual students to discuss issues, provides information and makes referrals to appropriate personnel; utilizes strategies to mitigate and de-escalate conflicts between students, students and staff, and between other individuals on campuses.
- Assists students in resolving conflicts in a positive and constructive manner using conflict resolution strategies and mediation techniques; participates in the training of students and staff in conflict resolution strategies and mediation techniques.
- Consults with teachers, administrators, and other staff regarding specific social, emotional, academic and behavioral needs of individual students at risk of dropping out; evaluates and makes recommendations in developing and implementing appropriate, healthy, and effective plans for students; assists in identifying problems contributing to students' attendance issues and the development and implementation of programs and incentives to provide opportunities to improve attendance.
- Assists students in completing classroom assignments, homework, and projects in various subject areas; assists students by answering questions, providing proper examples, emotional support, and general guidance; explains and assists students with understanding homework instructions.

- Participates in various professional development trainings centered on mental health, diversity, growth, development, self-esteem, sexuality, drug/alcohol use, and other behavioral/emotional issues that present difficulty for youth.
- Oversees school properties and surrounding areas to ensure safety and security of students and staff; protects students, personnel, equipment, and property by performing inspections on foot for unsafe conditions, illegal acts, and unauthorized persons on and around designated properties.
- Enforces school site policies, procedures, rules, and regulations regarding campus safety, security, and appropriate student behavior in school activities, events, and programs; corrects improper, unsafe, and/or disorderly activities in accordance with expected student behavioral standards; reports student violation of rules, policies, and regulations to school administration as appropriate.
- Responds to emergency situations and administers first aid as needed; assists injured or ill persons with appropriate care in accordance with First Aid and CPR/AED protocols; responds to calls involving alarms, thefts, disturbances, vandalism, and other illegal activity, on or around school grounds; investigates situations and disturbances, collects and preserves evidence, and takes statements to support administrators in addressing incidents.
- Assists in the implementation and facilitation of the school safety and disaster preparedness plans; reviews and assists with lockdown-barricade, shelter-in-place, and evacuation procedures; contributes to first aid and communication procedures and duties as assigned.
- Responds to fire and safety hazards and reports emergencies to the appropriate authorities; responds to fire and burglar alarms and extinguishes small fires.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to an associate degree from an accredited college in general studies or equivalent, and

- Three (3) years of progressively responsible experience working in public school security, youth development programs, providing classroom instructional support, or a closely related field.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.
- Possession of, SB 390 and SB 1626 certifications, to be maintained throughout employment.
- Possession of, a valid and current First Aid and CPR/AED certification, to be maintained throughout employment.

Knowledge of:

- Current issues contributing to the emotional, social, and behavioral health of teenage youth.
- Team-building and other activities centered on developing social skills and building student confidence De-escalation, mediation, conflict resolution and mitigation techniques.
- Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of students Emergency response and action procedures.
- Methods, procedures and practices of effective student safety and security Procedures and laws of mandated reporting.
- School security policies, procedures and regulations Crowd and traffic control techniques.

- Standard broadcasting procedures of a hand-held two-way radio system Investigation, record keeping and report preparation and writing techniques Basic instructional methods and techniques.
- Basic subjects taught in public schools First aid and CPR/AED techniques.
- Policies and objectives of assigned programs and activities Operation of standard office and job site equipment Oral and written communication skills.
- Interpersonal skills using tact, patience, and courtesy.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- SMCOE and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and SMCOE staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Preserve and protect students, personnel and organizational property.
- Model healthy conduct and provide guidance to students in emotional, social and behavioral issues Lead and facilitate activities centered on developing social skills and building student confidence Enforce applicable laws, rules and regulations.
- Tutor and reinforce instruction to individual students or small groups of students Analyze situations quickly and adopt a safe and effective course of action Interpret, apply and explain rules, regulations, policies, and procedures.
- Communicate effectively with diverse populations including but not limited to, students, staff, administrators, and the public.
- Report and respond to fire and safety hazards.
- Apprehend and restrain individuals that pose immediate threat Interview witnesses, complainants, and suspects.
- Organize and write clear and concise reports of incidents Administer first aid, CPR and AED.
- Operate a computer, two-way radio, video monitoring equipment and other job-related equipment
- Work independently with little direction.
- Establish and maintain cooperative and effective working relationships with others Communicate effectively both orally and in writing.
- Observe health and safety regulations Maintain records and prepare report.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess the mobility and physical strength and stamina to respond to emergency situations and accidents; to operate a motor vehicle and to visit various Office and meeting sites; vision to read printed

materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone or radio. The job involves fieldwork requiring frequent walking on uneven terrain, climbing and descending structures to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate various equipment and devices. Positions in this classification frequently bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work indoors and outdoors, and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

WORKING CONDITIONS

Some positions may require working varied shifts and/or alternate schedules as needed.

Appendix III

Classification Concepts

© 2024 Arthur J. Gallagher & Co.

San Mateo County Office of Education
Classification Study
Class Concepts

Classification Type – General Definitions

Classification type represents the grouping of classifications into a systematic classification structure based on the inter-relationship of duties performed, nature and level of responsibilities, and required knowledge, skills, abilities, education, training, and experience.

- Executive Director
- Director
- Manager
- Program Manager
- Supervisor
    - Coordinator
- Analyst/Specialist
- Technician
- Staff

Within each classification series, there may exist a classification at each level or only at selected levels. The levels within the classification series reflect the Office of Education's needs and priorities. For example, in some classification series, there is no need for functions to be performed at the experienced, advanced, or supervisor level. Distinctions between levels within classification series can be defined based on scope of responsibility, complexity of work, supervision received and exercised, authority for making decisions and taking action, and type and level of required knowledge, skills, abilities, education, training, and experience. Following are descriptions of each classification type.

1. Executive Director

Executive Directors hold senior leadership positions within an organization. They are responsible for driving the organization's vision, strategy, and overall performance. They make critical decisions, manage budgets, and lead teams of directors and managers. Executive Directors also represent the organization at a higher level, engaging with stakeholders, partners, and the Board of Education (Board). Plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the assigned department. Provides highly responsible and complex management assistance to the Associate Superintendent or Superintendent in coordinating and directing Office-wide departmental activities and operations. Assists the Associate Superintendent or Superintendent in executing the long-term vision for the Office of Education (Office) in collaboration with the Board and other department directors. Coordinates assigned activities with officials and outside agencies; fosters cooperative working relationships among Office departments and with intergovernmental and regulatory agencies and various public and private groups.

Work situations require the analysis and application of organizational policies and goals, complex laws, and/or general business or ethical considerations. Positions operate in highly visible, politically sensitive, legally complex, and evolving arenas working on significant and strategic issues and problems, as well as Office and/or Board priorities and directives, requiring political sensitivity and in-depth evaluation and analysis of various (and often competing) circumstances, interests, and information. Incumbents are responsible for achieving departmental goals and objectives. Incumbents often deal with public officials; members of boards, councils, and commissions; legislators; regulatory agencies; and the community to provide policy direction, explain program mission and objectives, and/or negotiate solutions to difficult problems.

2. Director

Directors are responsible for overseeing multiple teams within an organization. They set strategic goals, develop policies, and make high-level decisions. They collaborate with other directors and senior executives to ensure the organization's overall success. Directors also represent the organization externally and are involved in budgeting and resource allocation.

Work situations require the analysis and application of organizational policies and goals, laws, and/or general business or ethical considerations. Positions operate in visible, complex, and evolving areas working on significant issues and problems, as well as Office priorities and directives, requiring in-depth evaluation and analysis of various circumstances, interests, and information. Incumbents are responsible for achieving departmental goals and objectives.

3. Manager

This classification is considered mid-management. Responsibilities include allocating staff and budget resources among competing demands and performing service delivery planning and evaluation at the subunit level. This level would be responsible for a unit, defined as a segment of the organization representing a specific business function which has a chain of command.

The main difference between the supervisor and the manager is that the supervisor is responsible for day-to-day operations of assignment and spends a portion of their time performing the same duties as those supervised within their subunit(s), while a manager spends the majority of their time on administrative, planning, and budgeting responsibilities. The managerial level develops, recommends, and sets the programs, projects, goals, and policies and procedures of the unit, while the supervisory level is more involved in the day-to-day implementation and execution of those programs, projects, and policies and procedures.

4. Program Manager

This classification is typically responsible for a program, defined as a planned coordinated group of activities and procedures created for a specific function related to ongoing Office of Education operations, initiatives, and services as well as management and/or Board priorities and directives. A program encompasses multiple projects with department-wide and community served impact. Employees are responsible for designing, planning, implementing, evaluating, and modifying the program, including short- and long-term planning activities; grant applications, monitoring, and management; budget preparation and implementation; performing extensive, in-depth, and specialized administrative, budgetary, financial, and compliance research, analysis; supporting and analyzing programmatic practices and procedures; and developing and implementing recommendations for operational, policy, and procedural improvements for the assigned program(s). Employees serve as a specialist, liaison, and advocate for the assigned program(s) requiring the use of initiative and resourcefulness, considerable independent judgment, and regular contact with senior management positions within the County, other public agencies, legislators, private and community organizations, regulatory and governmental agencies, and the public.

5. Supervisor

The focus of the job is on the direct supervision and coordination of a unit, and also includes hands-on participation in the work activities of those supervised. Incumbents plan, assign, direct, review, and evaluate the work of staff. In addition, incumbents assigned to this level make effective recommendations and/or carry out selection, performance evaluation, and disciplinary procedures.

The supervisor also exercises discretion in selecting appropriate resources to use in accomplishing assigned work; monitors and reviews work in progress and provides technical assistance and guidance; ensures that appropriate policies and procedures are followed by subordinates; monitors, coordinates, and provides input into developing the budget for the subunit(s); and recommends procedures consistent with

unit, divisional, and District directives, polices, and regulations, which are developed by higher-level management staff.

6. Professional (includes Analyst, Specialist)

This classification performs financial, budgetary, legal, regulatory, political, and/or administrative analyses and studies to support ongoing operations; researches and analyzes practices and procedures and develops recommendations for organizational, operational, policy, and procedural improvements; and conducts needs analyses, feasibility studies, and evaluations for assigned programs, projects, and activities. Employees receive broad (non-detailed and non-specific) assignments and/or tasks and are responsible for independently developing a plan of action and approach; identifying, synthesizing, and interpreting relevant sources of data and information; selecting and implementing methodology; analyzing and interpreting results; developing recommendations; and presenting final products for supervisor and management review. Work assignments are reviewed during the normal briefing cycle, generally upon completion, and for overall results. Decisions may have significant unit, division, or County-wide service delivery, operational, legislative, regulatory, and/or budgetary/financial impact. A four-year degree in the area assigned is typically a minimum qualification.

7. Program Specialist

This classification performs analyses and studies in a specialized capacity; it is responsible for the planning, coordination, and administration of one or more programs or projects including significant interface with community partners, external contractors, agencies, Office staff, and service providers for quality improvement and compliance purposes. Incumbents research and analyze practices and procedures and develop recommendations for organizational, operational, policy, and procedural improvements for assigned programs, projects, and activities. Employees rely upon their deep knowledge related to the assigned area of expertise to receive broad (non-detailed and non-specific) assignments and/or tasks and are responsible for independently developing a plan of action and approach; identifying, synthesizing, and interpreting relevant sources of data and information; selecting and implementing methodology; analyzing and interpreting results; developing recommendations; and presenting final products for supervisor and management review. Work assignments are reviewed during the normal briefing cycle, generally upon completion, and for overall results. Decisions may have significant program, division, or Office service delivery, operational, impact. A four-year degree in the area assigned is typically a minimum qualification.

8. Coordinator

The term “Coordinator” is often used for classes responsible for the coordination and administration of one or more programs or projects in a department/division with external contractors, agencies, Office staff, and service providers.

The employee would typically have responsibility for independently coordinating one or more programs or projects on a regular basis. The duties involved would include the implementation of the program or project goals and objectives, oversight of compliance, grant administration, budget preparation and administration, promotion or marketing, and evaluation. Incumbents at this level may have supervisory responsibility such as exercising functional and technical supervision over full-time staff, or directing part-time, temporary, and/or contract staff, volunteers, and/or interns.

9. Technician

This is a paraprofessional classification that performs a combination of duties requiring the application of knowledge obtained from technical, vocational education, and/or experience usually provided through a two-year degree and/or post-secondary coursework and/or training. Employees assume regular ongoing work that involves specific technical and programmatic skills and abilities, requiring the interpretation and application of policies and procedures of greater depth as it relates to the assignment.

10. Staff

Administrative support/maintenance positions within this category engage in work that is predominantly standard and customarily mental, manual, mechanical, or physical work. The work is transactional, meaning that the focus is on maintaining the normal workflow of operations and the work typically fits within established techniques, procedures, processes, or specific standards. Typically, employees acquire their skill by experience rather than by advanced specialized intellectual instruction.

Classification Level Concepts – General Definitions

Within some classification types, it is possible to generally categorize classifications according to job levels:

Senior (Advanced/Lead staff level) (This title may also be used for professional supervisor)

In addition to performing the full scope of work, employees provide technical and functional direction to assigned staff on an on-going, day-to-day basis, and perform the most difficult and complex assignments requiring the advanced knowledge of concepts in assigned area of responsibility, as well as Office and regulatory standards, practices, policies, and procedures. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. Employees organize and oversee day-to-day activities and are responsible for providing support to an assigned supervisor/unit manager in a variety of areas. Successful performance of the work requires an extensive background as well as the ability to coordinate subunit or unit work with that of other units and outside agencies. For some positions the work involves a high-level of problem-solving requiring analysis of unique issues or problems without precedent and/or structure and formulating and presenting strategies and recommendations to management.

III (Advanced)

Experience and Certification driven.

II (Journey/Fully Competent)

In addition to performing the full scope of work, employees are responsible for duties requiring thorough knowledge of concepts in assigned area(s), as well as Office practices, procedures, policies, and regulatory requirements. Employees at this level are required to be fully trained in all procedures and able to provide technical guidance to less experienced staff. Employees use independent judgment and decision-making authority when identifying, evaluating, adapting, and applying appropriate concepts, guidelines, references, and procedures to resolve moderate to complex problems. Work is typically reviewed upon completion for technical soundness, appropriateness, and conformity to policy and requirements as well as the methodology used in arriving at the end results.

I (Entry)

Depending on functional assignment, knowledge may be attained by obtaining a high school diploma (or equivalent), completing specific coursework, or obtaining a four-year or advanced college or university degree. Entry-level positions generally perform more routine and repetitive duties under direct/immediate supervision, and if within a class series, the incumbents do not have the experience to perform the full range of work assigned to the higher classification level. This level is a trainee level and incumbents may not have any (or only very limited) experience upon entry. The employee is responsible for the performance of his or her own work only. Work situations normally involve making choices among a limited number of alternatives that are clearly defined by policies and procedures. Direct supervision is readily available.

www.ajg.com

©2024 Arthur J. Gallagher & Co. All rights reserved.



Insurance | Risk Management | Consulting