

PEOPLESOFT ENGAGEMENT SPECIALIST

Purpose Statement

Under administrative direction, the PeopleSoft Support Engagement Specialist is responsible for coordinating and supporting district-facing engagement activities related to PeopleSoft systems. The position focuses on user group coordination, event planning, customer communication logistics, and the collection of district feedback to improve service experience. This role strengthens partnerships between SDCOE and districts through ongoing outreach, relationship management, and responsive follow-up, while ensuring alignment with SDCOE's goals and existing communication standards.

Diversity Statement:

Because each person is born with inherent worth and dignity, and because equitable access and opportunity are essential to a just, educated society, SDCOE employee commitments include being respectful of differences and diverse perspectives, and being accountable for one's actions and the resulting impact.

Representative Duties:

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties.

Essential Functions:

- Coordinates PeopleSoft user engagement activities, including user groups, district meetings, workshops, and conferences.
- Supports the planning, scheduling, and logistics for district-facing events and forums.
- Facilitates information sharing between the PeopleSoft Support Team, Enterprise Applications (EA), and district users regarding updates, enhancements, and support resources.
- Works within established SDCOE communication frameworks to ensure consistency and compliance with agency standards.
- Maintains contact lists, distribution groups, and participation records for user engagement activities.
- Supports the creation and distribution of informational materials such as meeting summaries, schedules, reminders, and user guidance (in partnership with the Communications team when needed).
- Collects and compiles district feedback to help identify trends, recurring questions, and areas for service improvement.
- Tracks and analyzes engagement metrics (training/event attendance, feedback and survey tools, help desk tickets) to identify engagement opportunities, assess impact and inform planning.
- Collaborates with internal teams to coordinate outreach schedules and ensure effective district communication.

- Evaluates usage of training content, such as knowledge base articles and website documentation.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Knowledge and Abilities

KNOWLEDGE OF:

Human centered and socially conscious leadership.

SDCOE's goals, objectives, district engagement expectations, and service delivery standards.

Event coordination, scheduling, and logistics for district-facing meetings, workshops, and forums.

Customer service and stakeholder engagement practices in a public-sector or education environment.

Project coordination methods and follow-through practices.

Use of ServiceNow or similar service management platforms.

Microsoft Office 365 applications (Teams, Outlook, Excel, PowerPoint, Word).

Functional working knowledge of enterprise business systems such as PeopleSoft, including common concepts, terminology, and district workflows.

ABILITY TO:

Promote a human-centered culture that elevates the strengths of others creating a sense of belongingness.

Practice cultural competency while working collaboratively with diverse groups and individuals.

Organize, schedule, and coordinate district-facing events and activities.

Communicate effectively with district staff and internal teams.

Gather and analyze data, feedback, and participation records.

Maintain accurate records and produce summary reports.

Build and maintain cooperative working relationships with diverse groups.

Manage multiple priorities and deadlines.

Work independently and collaboratively in a team environment.

Working Environment

ENVIRONMENT:

Duties are typically performed in an office setting.

May be designated in an alternate or hybrid work setting using computer-based equipment to perform duties.

Occasional travel to district sites and regional events required.

PHYSICAL ABILITIES:

Must be able to hear and speak to exchange information; see to perform assigned duties; sit or stand for extended periods; possess dexterity of hands and fingers to operate computer and office equipment; kneel, bend, and reach overhead to retrieve and store materials; lift light objects. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Education and Experience

Education: Bachelor’s degree in business administration, public relations, information systems, communications, or related field; and

Experience: Three (3) years of experience in customer engagement, outreach coordination, or event support, preferably within an educational or public-sector environment; or

Equivalency: A combination of education and experience equivalent to a bachelor’s degree in business administration, public relations, information systems, communications and three (3) years of experience in customer engagement, outreach coordination, or event support, preferably within an educational or public-sector environment

Required Testing

N/A

Certificates, Licenses, Credentials

Valid California Driver’s License

Continuing Educ./Training

Professional development training as assigned.

Clearances

Criminal Justice Fingerprint/Background Clearance
Physical Exam including drug screen
Tuberculosis Clearance

FLSA Status: Exempt

Salary Grade Classified Management, Grade 030

Personnel Commission Approved: Feb 18, 2026

Revised: N/A