Sonoma County Office of Education – Job Description

Classified

HUMAN RESOURCES ADMINISTRATIVE SUPPORT CLERK

Definition:

This position is the key administrative support to the Human Resource Services (HR) department. This position supports the various teams in the HR department, particularly the Credentials team with tasks related to the Substitute Consortium and assistance to districts by supporting the Credentials Analysts. Performs technical and complex administrative support and record keeping duties to provide support to HR. Provides technical assistance to other staff on various aspects of work performed including use of technology to enter and access information.

Distinguishing Characteristics:

This position is a stand-alone position as it supports confidential work within the HR department. This position requires a well-developed record keeping knowledge to track substitute and credential-based accreditation. Deals with sensitive information; in-depth proficiency in word processing, spreadsheet, relational databases, and graphics media; and the ability to coordinate multiple projects requiring information from other sources. The position is regularly challenged and has the latitude to choose from alternatives when making independent judgments needed for work assignments. This position also requires well-developed record keeping knowledge to monitor and analyze department performance against budgets

Supervision Exercised and Received:

Serves under general supervision within the framework of standard policies and procedures. This position is supervised by the Assistant Superintendent or Director of Human Resource Services.

Example of Duties and Responsibilities:

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

- Performs a wide variety of complex and specialized administrative support related assignments. Types letters memoranda, work orders, purchase orders, reports, or other. Prepares flyers, handbooks, slides and other materials.
- Maintains records and processes technical reports and documents requiring in-depth knowledge of the terminology, policies and procedures of department or area of specialized function. May contact external agencies for clarification on reporting requirements.
- Serves as administrative support to Human Resources performing technical and highly complex administrative duties involving proper handling of confidential information, and an understanding of departmental functions and procedures.
- Prepares and inputs accounting forms such as purchase orders, work orders, and staffing requests. Receives and processes accounts payable, receives periodic printouts of financial activity and prepares summary reports.
- Calculates conference and mileage expense claims and requests for reimbursements for payment as pertains to assignment.

- Receives walk-in guests and telephone inquiries from a variety of individuals. Initiates and receives telephone calls and emails, provides information and resolves matters as appropriate, or routes inquiries as necessary.
- Coordinates and schedules meetings as directed. Prepares schedules and informs participants, confirming dates and times.
- Creates the technical side of virtual meetings and events
- Performs administrative duties and coordinates for special projects or events involving Human Resources.
- Schedules virtual tuberculosis assessment clinics with contracted nurses.
- Receives, prepares, handles and stores confidential information pertaining to the County Office of Education or Human Resource Services.
- Maintains confidentiality.
- Works collaboratively with the Information Technology department to maintain and update department pages on the organization's website, create internal and external communications, booking conference and meeting spaces, etc.
- Maintains, organizes and purchases office and event supplies.
- Act as an information source to administration, agencies and others regarding departmental/unit policies, procedures and requirements; receives and interviews callers; provides information where judgment, knowledge and interpretation of established procedures and policies are required.
- Establishes and maintains a variety of filing systems using a personal computer and document retention system.
- Compiles statistical data, posts routine administrative or financial transactions and maintains various department information onto establish data entry formats. Searches out information in departmental records and files.
- Reviews and maintains financial information for at least one organizational unit. Receives, verifies, and enters information into an automated accounting system, forwards financial documents to be processed, and reviews financial reports, evaluating for accuracy.
- Ensures the timely distribution and receipt of a variety of records and reports. Requests or provides information as necessary to assure completeness and accuracy.
- Reviews and prepares documents for entry of information into electronic data processing system. Follows up as necessary to complete documents.
- Enters and updates information into system according to standard formats. Develops and customizes spreadsheets and databases to produce reports.
- Maintains a calendar of schedules, programs, deadlines and due dates. Notifies and reminds staff of critical dates and events. May perform event registration duties such as originating and preparing registration packets, schedules, and other general correspondence, and arranging for meeting rooms.
- Enrolls certificated substitutes into the central substitute system maintained by SCOE.
- Maintains up-to-date computerized records (Temporary Certificate of Clearance) of all credentials and expiration dates. Makes notification of impending expirations.
- Maintains up-to-date files of related academic requirements such as the California Basic Education Skills Test, tuberculosis clearance, Department of Justice fingerprint clearances, Paraprofessional and bilingual proficiency tests.
- Assists in facilitating group substitute orientation sessions.
- Receives, sorts and distributes incoming mail. Composes routine correspondence independently as appropriate.
- Operates a variety of current office machinery.
- Performs other duties as required to accomplish the objectives of the position.

Employment Standards:

Knowledge of:

- In-depth knowledge of modern office practices, procedures, and equipment, filing, record keeping, receptionist and telephone techniques and etiquette.
- Working knowledge of proper English, grammar, spelling and punctuation, document structure, sufficient to prepare routine correspondence and documentation.
- Working knowledge of the operating characteristics of common office equipment including personal computers and office productivity software, copiers, facsimile machines, etc.
- In-depth knowledge of departmental procedures, sufficient to explain to others and standing instructions related to work performed.
- In-depth knowledge of accounting and record keeping practices and procedures.
- Math skills sufficient to compute sums, quotients, fractions, percents and ratios.
- Sufficient communication skills to greet and work cooperatively with client and co-workers to convey a positive, service-oriented image of the department.
- In-depth knowledge of all aspects of event preparation, planning and virtual meeting platforms.
- Experience coordinating, calendaring and travel arrangements for Assistant Superintendent, manager, and/or department staff.
- Knowledge of safe work practices.

Ability to:

- Perform all of the relevant duties of the position with only general supervision and works independently to complete assignments.
- Operate a personal computer using accepted office software that includes, but is not limited to, word processing, spreadsheets, relational databases, desktop publishing, report writing and graphic layout.
- Understand and apply office rules, regulations and policies required for effective job performance.
- Analyze complex and sensitive problems and apply appropriate solutions.
- Read, understand, interpret, and apply information from service contracts, and state, federal, and local laws and regulations.
- Write complex technical correspondence in a professional manner.
- Maintain confidential and sensitive information.
- Prioritize work in order to meet multiple deadlines and maintain schedules.
- Coordinate calendars and projects with administrative staff.
- Maintain an orderly work environment and perform tasks in a prescribed and safe manner.
- Maintain and improve professional skills and knowledge.
- Work flexible hours, which may include evenings and weekends.
- Be flexible and receptive to change and work effectively as part of a team devoted to customer service.
- Type or keyboard accurately at a rate of 55 w.p.m. from clear copy.
- Prioritizes work in order to meet multiple deadlines and maintain schedules, and coordinate workload and schedule with administration.
- Communicates with a wide range of contacts within and outside of the County Office of Education with tact, diplomacy, and courtesy, and in a manner that reflects positively on Human Resources and the County Office of Education.
- Adapts and demonstrates flexibility and initiative in difficult situations.

Computer Skills:

- Advanced Word Processing skills, such as the ability to format sections, multiple headers/footers; set tabs with leaders and indents; format text into columns and create and format tables and forms; insert watermarks, AutoShapes, and word art; create templates and use merge functions. Intermediate to advanced desktop publishing including the ability to create a desktop publishing document, import text and graphics, create master pages and page numbers, spell check, work with basic page layout and design, use the toolbox and palettes.
- Delivers creative ideas and graphic designs with direct support from the HR supervisor, following SCOE style and branding guidelines.
- Intermediate internet usage including the ability to view web pages, use a search engine, bookmark a site, download a file, print out web pages, copy text, edit bookmarks, create links and observe copyright regulations.
- Maintains department website for projects for department.
- Advanced Database skills, such as the ability to sort and retrieve records; create layouts and reports; create and print mailing labels; perform mail merge for form letters; add, edit, delete fields and records; and work with relational databases to create reports and lists.
- Advanced spreadsheet skills, including the ability to insert formulas and mathematical calculations; create workbooks; use multiple worksheets; format and print worksheets; sort lists; and create graphs and charts.
- Advanced email skills, including the ability to edit preferences, create folders and address books, appropriate use of reply and forward.
- Expert calendaring skills, including the ability to manage multiple calendars, input events, include relevant information, send invitations to attendees, etc.

Education and Experience:

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

Education:

- Requires a High School diploma or equivalent supplemented by formal or informal education or training which ensures the ability to read and write at a level necessary for successful job performance.
- Formal training in office procedures, clerical accounting and record keeping, preferred.

Experience:

- Four years of increasingly responsible administrative work for a senior-level manager/director/department head, preferably in an education or public service environment.
- Additional experience may substitute for education.

Physical Abilities:

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

- The position requires ordinary ambulatory ability to retrieve work materials, intermittent walking, standing, stooping, and carrying and lifting of lightweight materials (under 20 pounds).
- Requires visual acuity sufficient to recognize people, words and numbers.
- Requires hand-eye-arm and finger dexterity to use a personal computer keyboard, ten-key and other common office equipment.

- Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

Work environment:

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

Other Requirements:

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

Other:

- Revised: July 20, 2026
- FLSA Status: Non-Exempt
- Bargaining Unit: SEIU
- Approved by: Personnel Commission