

Job Summary:

The job of Staff Service Manager is to assist in the administration, staffing, and management activities in the Tulare County Office of Education, Early Childhood Education Program. General supervision is provided by the program Administrator or designee or other higher-level director the organization. Responsibilities include the direct and indirect supervision of assigned professional, and/or technical, clerical, administrative, accounting and data collection staff.

Essential Functions:

- Provides direct and indirect supervision of assigned professional, and/or technical, clerical, administrative, accounting and data collection staff.
- Monitors and maintains database of employee information such as mandated training, licensing/permit renewals, evaluations, immunizations, assignments and professional development.
- Recommends staffing needs and adjustments based on federal and state funding patterns, licensing and permit requirements, and community needs projections.
- Monitor and evaluate program operations as to their effectiveness and compliance with federal and state early childhood education requirements.
- Plan, coordinate and implement various activities of the assigned programs.
- Conduct analytical studies and develop recommendations for changes in internal procedures
- Prepare recommendations as to improvements or program changes necessary to achieve compliance with federal and state standards.
- Prepare grants, contracts, needs assessments, comprehensive reports, records and correspondence.
- Serve as the program liaison with the Human Resources department and other Tulare County Office of Education departments.
- Research and analyze procedures, policies, legal requirements and/or cost of an existing system or procedure to determine if improvement opportunities exist.
- Advise program management staff on personnel and behavioral issues, personnel implications of management decisions and conduct training for staff on human resources issues.
- Counsel and instruct supervisory personnel at all levels on employee relations practices, techniques and interpretation of labor/management agreements.
- Advise first line supervisors on disciplinary matters so that consistency is maintained in addition to conformity with negotiated agreements.
- Perform specialized activities in support of program goals; collaborate with administrators and other personnel to assure programs comply with licensing requirements, State and federal laws, rules and regulations.
- Serve as program liaison to outside organizations or the public concerning assigned area.
- Deals with confidential and sensitive personnel matters and organizational issues, maintains security and confidentiality of records and information.
- Investigates complaints related to assigned staff, recommends corrective action as needed, and resolves escalated complaints or disputes.
- Provides employees with guidance/instructions in handling difficult, unusual, or complex problems as they arise.
- Performs related duties as assigned.

Skills, Knowledge and/or Abilities Required:

Skills to:

- Maintain cooperative working relationships with co-workers, various agencies and departments.
- Implement new systems or revisions in current programs.
- Conduct needs assessments.
- Prioritize and organize tasks.

Knowledge of:

- Principles and practices in administration including organizational patterns and analysis, fiscal and personnel management.
- Available resources for gathering data.
- Descriptive statistics sufficient to reflect results of research.
- Contemporary office methods, forms, equipment and management principles including automated systems to assess need, capacity and cost effectiveness.
- Current departmental policies and programs.
- Legislative and programmatic trends at local, state and federal levels.
- Government budget processes.
- Staffing standards.
- Program development and evaluation.
- Operations of assigned State and/or federally funded program.
- Grant writing, contracts, needs assessments.
- Research, data collection and evaluation methods and procedures.
- Applicable sections of the State Education Code and other applicable laws, codes, regulations, policies and procedures.
- Staff development programs and techniques.
- Oral and written communication skills.
- Policies and objectives of assigned program and activities.
- Interpersonal skills using tact, patience and courtesy.

Ability to:

- Read, interpret and apply complex regulations.
- Prepare clear and concise reports and correspondence using correct grammar, punctuation and spelling.
- Research, compile and analyze information to formulate appropriate alternatives and recommendations.
- Convey complex concepts and procedures.
- Plan and prepare materials to give presentations and training sessions.
- Prepare grant applications.
- Supervise, train and evaluate staff.
- Communicate effectively both orally and in writing.
- Operate standard office equipment including a computer and assigned software.
- Speak, read and write in English proficiently and Spanish preferred.

Experience Required:

- Four years of responsible fiscal and human resources administrative work.

Education Required:

- High School Diploma or Equivalent.
- Bachelor's Degree in business or public administration, organizational behavior or a related field of study is required.
- Master's Degree preferred.

Certificates, Licenses, Clearances, Testing and/or Bonding Required:

- Valid California driver's license and proof of automobile insurance;
- Department of Justice and FBI Fingerprint Response.

FLSA Status: *Exempt*

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This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender, or disability. Inquiries regarding compliance procedures may be directed to our personnel office. This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office. This organization is a Drug and Tobacco - Free Workplace. This organization requires a successful candidate to provide employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.