

**SANTA CLARA COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE: DIRECTOR II - HUMAN RESOURCES OPERATIONS**

**BASIC FUNCTION:**

Under the direction of assigned administrator, provides strategic leadership and oversight for the planning, management, and operations of assigned human resources programs and functions; provides leadership and direction to supervisory staff for the daily operations of assigned human resources programs and activities and related organizational initiatives; supports employee relations, performance management, and workforce planning; supports legal and regulatory compliance efforts, including ADA processes and workplace investigations, as needed; participates in the development, interpretation, and application of personnel policies, procedures, and collective bargaining agreements; provides direction for certificated layoff and reemployment activities; trains and evaluates assigned staff to ensure effective service delivery and legal compliance.

**REPRESENTATIVE DUTIES:**

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

**ESSENTIAL DUTIES:**

- Provides strategic leadership and oversight of assigned human resources programs and functions, including the development, recommendation and implementation of short and long-term strategies and initiatives.
- Provides technical expertise, guidance, and support in assigned areas, assists in the development and implementation of policies, procedures, and programs; and offers recommendations to improve organizational structure, workflows, and operational efficiency for assigned programs and functions.
- Supports the SCCOE's formal and informal investigations related to employee conduct, workplace issues, or other organizational matters, providing consultation and assistance as needed.
- Assures compliance with the ADAAA; interprets and administers provisions of employee contracts; assists managers with personnel disciplinary actions; and assists in the administration of grievances.
- Supervises and evaluates the performance of assigned staff; establishes and enforces work standards and performance expectations for staff; coordinates, trains, provides work direction, and guidance to staff, including delegating, distributing, prioritizing, and reviewing work; counsels and evaluates assigned staff.
- Oversees the set-up, maintenance, and automation of software systems and programs utilized in assigned unit(s); works with system vendors on operational problems and improvement of system capabilities and other enhancements; explains system procedures to employees as needed.
- Assists with developing and monitoring Division goals and objectives.

- Oversees and ensures the accuracy and completion of document review, evaluation, and processing for certificated personnel; coordinates the review of the County Office of Education’s certificated assignments, applications, and renewals to assure compliance with credential requirements; assures employee credentials are aligned with position requirements.
- Participates in the review and recommends approval of work year calendars for certificated and classified personnel, payroll, and for seniority purposes; supervises and conducts certificated and/or classified layoff and reemployment activities.
- Analyzes and recommends the proper application of collective bargaining unit agreements; properly applies and oversees Unit application of provisions of bargaining unit agreements.
- Assists with contract administration by providing technical information in collective bargaining activities; serves as a resource to managements’ negotiation teams; compiles, assembles, and analyzes information for negotiations.
- Manages special projects and assignments, such as but not limited to compensation studies, development of salary recommendations, certificated credential monitoring, and gathering data and developing reports for negotiations.
- Prepares and maintains a variety of reports, records, and files related to personnel and assigned activities; maintains confidentiality of sensitive and privileged information.
- Advises and confers with management regarding human resources activities assigned to the job; may be required to research, investigate, analyze, and recommend solutions on employee hiring and processing issues, employee leaves, and certificated recruitment and selection, or other areas assigned to the job.
- Communicates with administrators, personnel, and outside organizations to coordinate activities, resolve issues and conflicts, and exchange information; provides information and technical assistance to County Office of Education management and employees; serves as a resource on automated human resources systems, and on laws, rules, and regulations relevant to the position, such as, but not limited to Every Student Succeeds Act, and employee processing requirements, such as Department of Justice requirements.
- Plans, attends, and conducts a variety of meetings workshops, seminars and trainings, as assigned, which may occur beyond the normal workday or work week; may represent the Branch in planning activities or meetings.
- Operates a computer and assigned software programs; operates other office equipment as assigned.

**OTHER DUTIES:**

- Performs other duties as assigned.

**KNOWLEDGE, ABILITIES, AND COMPETENCIES:**

**KNOWLEDGE OF:**

- Planning, organization and management of assigned human resources programs and functions.
- Applicable sections of the State Education Code and other applicable laws, codes, regulations,

policies and procedures related to public human resources/personnel administration.

- Principles and practices of conducting investigations, including procedural requirements.
- Professional and legal methods of recruitment and selection, staff development, employee relations and classification and compensation.
- Principles and practices of collective bargaining and labor relations.
- Principles and practices of administration, supervision and training.
- Oral and written communication skills.
- Principles and practices of supervision and training.
- Applicable laws, codes, regulations, policies and procedures.
- Interpersonal skills using tact, patience and courtesy.
- Operation of a computer and assigned software.

ABILITY TO:

- Plan, develop, organize, implement, control and direct a variety of human resources programs and services.
- Analyze, interpret, and apply employee contracts, Board and personnel policies, rules and regulations, the Education Code, and Merit System Rules.
- Train and evaluate the performance of personnel.
- Analyze and interpret legal information.
- Plan, organize and implement long-term and short-term projects and activities designed to develop and augment human resources programs and services.
- Interpret and apply provision of the State Education Code and various regulatory agencies.
- Prepare and make clear and concise written and oral reports.
- Analyze complex situations accurately, facilitate decision-making and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Operate a computer and assigned office equipment.
- Analyze situations accurately and adopt an effective course of action.
- Meet schedules and timelines.
- Work independently with little direction.
- Plan and organize work.
- Prepare records and reports related to assigned activities.

LEADERSHIP TEAM COMPETENCIES:

- Develops and fosters effective individuals and teams.
- Operationalizes the organizational vision, mission, goals, shared values, and guiding principles.
- Demonstrates emotional intelligence.
- Models inclusive, effective, and authentic communication.
- Applies understanding of how identities and experiences influence access and opportunity to inform practices and decisions.
- Builds and sustains positive, trusting relationships.
- Conducts SCCOE operations with the highest moral, legal, and ethical principles.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to:

- Bachelor's degree from an accredited college or university in human resources, organizational development, public administration or related field and
- Five (5) years increasingly responsible experience in human resources management, and
- At least two (2) years of supervisory experience.

**LICENSES AND OTHER REQUIREMENTS:**

- Valid California driver’s license

**WORKING CONDITIONS:**

ENVIRONMENT:

- Office environment.
- Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

- Hearing and speaking to exchange information and make presentations.
- Dexterity of hands and fingers to operate a computer keyboard.
- Seeing to read a variety of materials.

HAZARDS:

- Slipping, tripping, falling.
- Ergonomic injuries, repetitive motion injuries, eye strain.
- Indoor air pollution.

**Disaster Service Worker**

It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law. *Ca. Gov. Code § 3100*

Approved by Personnel Commission: February 11, 2026

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Marisa Perry  
Director III – HR / Classified Personnel Services

Date: 2/11/26