

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: EMPLOYMENT SUPPORT SPECIALIST

BASIC FUNCTION:

Under the supervision of the Director III - Alternative Education, coordinates the daily office operations and facilitate communications for the Alternative Education department; serves as an advocate for general education students and students with special needs with outside agencies and community organizations in regards to prospective employment opportunities; oversees and monitors transition process for school age to adult students; develops individual training and employment plans using acquired data, career assessment, results, student interest and goals; conducts meetings and in-service trainings.

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:

Coordinates the daily office operations and facilitate communications for the Alternative Education department, provides administrative support to an assigned department; performs various clerical duties including coordinating events, responding to incoming phone calls and emails.

Serves as an advocate for general education students and students with special needs with outside agencies and community organizations in regards to prospective employment opportunities; meets with employers, counselors and community members for job placements, mentorships, volunteering and job shadowing.

Oversees and monitors transition process for school age to adult students; maintains accurate records of student progress and needs.

Develops individual training and employment plans using acquired data, career assessment, results, student interest and goals; develops and implements lesson plans for students.

Prepares and maintains various reports, records, calendars and schedules including files and materials specific to an assigned department; sets-up appointments; establishes and maintains filing systems and inputs a variety of data into an assigned computer system; maintains and revises database program content and class materials to accommodate students needs as assigned.

Develops brochures, pamphlets, forms and market organizational programs and services; promotes career-technical training programs to prospective clients, agencies, and employers and the public.

Assists students with applications, resumes, cover letters, portfolios, job development, information technology, research, appearance and hygiene; researches and procures needed items for students such as appropriate interview/work clothing, tools, shoes, glasses and assistive technology.

Assists employers in developing and reviewing job standards to identify jobs that can be occupied by program participants.

Communicates with educators, students, personnel, parents, guidance counselors, employers and outside agencies to exchange information and resolve issues or concerns; serves as a main contact for internal and outside contacts.

Monitors inventory levels of office and designated program supplies; orders, receives and maintains appropriate levels of inventory as required; transports supplies and materials to assigned work sites.

Operates a variety of office equipment including a fax machine, copier, printer, AV equipment, digital camera, a computer and assigned software; drives a vehicle to conduct work and to transport students from and from various sites.

Arranges for motivational speakers and speakers from community programs; organizes field trips and special events for students.

Conducts oral presentations to groups of student, adults, educational representative, and community representatives.

Attends meetings, conferences and workshops; conducts meetings and in-service trainings on topics such as job identification, job search, job placement, application preparation, and interview techniques; attends community events to promote training programs to employers; plans, facilitates and oversees special events such as fairs, job shadowing and mentoring days.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles and methods of job, vocational, and career-technical programs as related to employee selection and placement.

Career-technical programs, job training and counseling techniques.

At-risk behaviors, skill sets and needs of special populations.

Applicable state and federal laws, policies, procedures, regulations, rules and statues including Americans with Disabilities Act (ADA).

Methods, techniques, and strategies of group presentations.

Economics, local labor market, and job market condition.

Diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of students with special needs.

Modern office practices, procedures and equipment.

Policies and objectives of assigned programs and activities.

Record-keeping and filing techniques.

Business letter and report writing, editing and proofreading.

Telephone techniques and etiquette.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Type and input data at an acceptable rate of speed.

Web-enabled databases, web technology and graphics.

Interpersonal skills using tact, patience and courtesy.

Public relations and community organizations.

Operation of a variety of office equipment, a computer and assigned software.
Oral and written communication skills.
Methods of collecting and organizing data and information.
Public speaking and presentation techniques.

ABILITY TO:

Analyze job opportunities in the community for compatibility with specific vocational skills of special needs students.
Facilitate the transition of students into adult working environments and reinforce positive work ethics.
Interact with special needs students with diverse academic, socioeconomic, cultural, disability and ethnic backgrounds.
Interpret applicable state and federal laws, policies, procedures, regulations, rules and statues including Americans with Disabilities Act (ADA).
Coordinate and assure smooth and efficient office operations for and assigned department.
Compose correspondence, promotional materials, publications and other written materials independently or from oral instructions.
Type or input data at an acceptable rate of speed.
Answer telephones and greet the public courteously.
Complete work with many interruptions.
Compile and verify data and prepare reports.
Maintain a variety of records, logs and files.
Utilize a computer maintain automated records and generate computerized reports.
Establish and maintain cooperative and effective working relationships with others.
Meet schedules and time lines.
Operate a variety of office equipment, a computer and assigned software.
Work independently with little direction.
Communicate effectively both orally and in writing.
Plan and coordinate a variety of events.
Facilitate communication between parents, professionals, educators and colleagues.
Attend and conduct meetings and in-service trainings.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Bachelor's degree in public administration, business administration, psychology, or a closely related field, and three years of directly related and progressive experience in occupational counseling or placement, personnel, job placement, or job development. Bilingual/Bi-literacy highly desired.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver's license.
Valid first aid/CPR certificate.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor and office environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a desktop computer and other office equipment.

Reaching overhead, above the shoulders and horizontally.

Stooping and bending to maintain and retrieve files.

Hearing and speaking to exchange information in person or on telephone;

Seeing to assure complete and accurate reports.

Lift or carry light objects or materials.

Sitting or standing for extended periods of time.

Walking short distances.

Approved by Personnel Commission: December 14, 2016



Kristin Olson
Director-Classified Personnel Services

Date: 12/14/16