

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

**CLASS TITLE: MANAGER - EARLY LEARNING SERVICES/PLANNING AND SUPPORT**

**BASIC FUNCTION:**

Under the direction of the Director III - Early Learning Services, plans, organizes and directs planning and support service areas for the Early Learning Services Department, including clerical, contract management, health, nutrition and family services; manages and supports the activities of the department's design team to assure quality services to children and families; plans and oversees annual program planning projects, grant development and self-assessment activities; supervises and evaluates the performance of assigned personnel.

**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:**

Plans, organizes and directs planning and support service areas for the Early Learning Services Department (ELS), including clerical, contract management, health, nutrition, and family services.

Organizes and directs contract administration activities, including consulting with landlords regarding property maintenance, enhancements and new lease agreements; serves as the liaison to General Services on compliance relating to architectural plans, service providers and others regarding facility improvements, memorandums of understanding with social service agencies and health providers serving low income families.

Oversees health and nutrition activities; works with partners and coordinates services, reporting procedures and provides program updates.

Manages support service areas for ELS including eligibility, enrollment, family support, and food services; supervises and oversees the activities of the program design team to assure quality of services for children and families.

Manages and supervises the clerical support for ELS functions, including systems for enrollment, food programs, health, and family services.

Plans, organizes and directs ongoing monitoring activities with General Services on facility maintenance and custodial activities, maintenance schedules, and timelines; serves as the liaison to General Services regarding facilities and operations support for ELS programs; coordinates summer clean-up activities and special projects; addresses related safety concerns and prioritizes work orders.

Supervises and evaluates the performance of assigned staff; interviews and selects employees and recommends transfers, reassignment, termination and disciplinary actions; coordinates staff development training activities and works closely with program operations and human resources personnel to identify training needs.

Develops and establishes procedures that includes parents in various aspects of the program, including procedures for the transition of children and families into and out of the program; attends and conducts a variety of trainings, workshops and meetings; ensures program compliance with district, local, State, and federal requirements.

Provides technical expertise, information and assistance to the Director regarding assigned functions; assists in the formulation and development of policies, procedures and programs; develops guides, manuals and resource materials for staff and parents to clarify program policies and support the implementation of procedures.

Participates in assigned meetings for the purpose of gathering and disseminating information related to pending projects; develops, implements, and monitors budgets for projects to ensure project delivery within budget; develops and maintains project schedules to ensure project completion.

Communicates with other administrators, personnel and outside organizations to coordinate activities and programs, resolve issues and conflicts, and exchange information.

Develops and prepares the annual preliminary budget for the department's Planning and Support Unit; analyzes and reviews budgetary and financial data; controls and authorizes expenditures in accordance with established limitations.

Analyzes trends from each service area and data on children and families enrolled in the program and determines whether appropriate results are achieved; proposes corrective action needed and monitors its implementation; establishes and maintains community resources and agreements with external programs and agencies.

Operates a computer and other office equipment as assigned; drives a vehicle to conduct work as assigned.

**OTHER DUTIES:**

Performs related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Planning, organization and direction of early learning programs.

Project and organizational management, systems and related procedures related to early learning programs.

Budget preparation and control.

Strategies and methods for developing agreements and partnerships.

State, and federal requirements relating to the early learning programs.

Oral and written communication skills.

Principles and practices of management.

Applicable laws, codes, regulations, policies and procedures.

Computer software applications for child development reporting.

Principles and methods of child development.

Proper evaluation methods.

Principles and practices of administration, supervision and training.

Interpersonal skills using tact, patience and courtesy.

Operation of a computer and assigned software.

**ABILITY TO:**

Plan, organize and administer operations and activities of assigned functions.  
Conduct comprehensive planning for program goals and objectives.  
Communicate effectively both orally and in writing.  
Develop and implement procedures for the evaluation of program outcomes/results.  
Interpret, apply and explain State and federal rules, regulations, policies and procedures.  
Analyze situations accurately and adopt an effective course of action.  
Meet schedules and timelines.  
Work independently with little direction.  
Plan and organize work.  
Operate a computer and assigned office equipment.  
Prepare comprehensive narrative and statistical reports. Train and evaluate the performance of assigned staff.  
Establish and maintain working relationships with faculty, staff, parents, community members and others.  
Conduct effective program evaluations.  
Secure successful grants.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: Bachelor's degree with major course work in organizational development, management or a related field and four years increasingly responsible instructional program management experience.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license.  
Project Management Professional or equivalent certification is highly desired.

**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.

Approved by Personnel Commission: June 23, 2011  
Revised: 06/12/19



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Jonathan Muñoz  
Director - HR/Classified Personnel Services

Date: 06/12/19