

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

**CLASS TITLE: MANAGER - PROGRAM SUPPORT SERVICES**

**BASIC FUNCTION:**

Under the direction of the Director - Human Resources, organizes and directs the processing and oversight of contract personnel programs for interns, student teachers, and volunteers; oversees the development of contract personnel with access to students, administration, recruitment, screening, selection, on-boarding, and credential review.

**REPRESENTATIVE DUTIES:**

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

**ESSENTIAL DUTIES:**

Oversees and coordinates administrative duties in the areas of contract personnel with access to students, interns, student teachers and volunteers for student programs of the County Office of Education; ensures compliance with applicable laws, codes, rules, regulations, and related policies and procedures.

Maintains current knowledge of State and Federal education codes, administrative regulations, legislative proposals, State assembly bills, California Teaching Credentials regulations, California Department of Education guidelines, Equal Employment Opportunity laws, risk management liability and workers' compensation practices; develops County Office and classroom/program policies, procedures, and guidelines; analyzes data, interprets, applies, aligns and adapts practices, policies, and procedures.

Researches, develops, manages and monitors the policies and procedures for contract personnel with access to students, interns, student teachers, and volunteers for student programs; oversees the preparation and revision of contracts that involve interns and volunteers; ensures contractual agreements are appropriate, obligations are adhered to and compliances are met.

Works and consults with the Manager of Risk and Liability regarding contract personnel, intern, student teacher, and volunteer programs.

Serves as County, school district, and community advisor for contract personnel with access to students, volunteer, and intern programs; plans, facilitates and participates in advisory committees and community partnerships; receives and responds to requests from the districts, community organizations, and parents; provides resources, direction, and technical assistance; serves as a resource and participate in the development of collaborative projects with other departments and community agencies.

Researches, negotiates terms, develops, and administers contracts for student program partnerships on behalf of the County Office with outside agencies for student teachers, interns, volunteers, and contractors with access to students; monitors situations and trends and disseminates information to stakeholders and advocates for continued support.

Manages the interns and volunteers through the onboarding process; monitors, reviews and analyzes credentials, permits and licenses for eligibility; monitors and assures TB and immunization records are current as required by SCCOE policy and state law; notifies contractor or intern whose credential, TB and immunization records or licenses are near expiring; updates file accordingly.

Prepares and disseminates information to appropriate Office staff regarding the status of contractors, interns or volunteers; communicates outcomes to external agencies; manages relations with contractors and partner organizations.

Develops and presents reports and summaries; maintains a variety of reports, records, and files related to assigned activities; develops and updates forms, handbooks, proposals, training materials, and contractor and volunteer communications; develops and manages related web pages for contractor and volunteer information.

Collaborates with other administrators, personnel and outside organizations to coordinate activities and programs, resolves varied and complex issues and conflicts and exchanges information.

Operates a computer and assigned software programs; operates other office and media equipment as assigned; drives a vehicle to conduct work as assigned; develops, implements and monitors non-staff information system.

Attends and conducts a variety of meetings as assigned; serves on assigned internal and external committees; prepares and makes presentations.

Trains and evaluates the performance of assigned staff; interviews and selects employees and recommends transfers, reassignments, terminations, and disciplinary actions; coordinates staff work assignments and schedules, and reviews work to ensure compliance with established standards, requirements, and procedures; ensures employee understanding of established requirements.

**OTHER DUTIES:**

Performs related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Applicable laws, codes, regulations, policies, and procedures related to the governance of contract personnel, student teachers, interns, and volunteer programs in schools.

Principles and practices of administration, supervision, and training.

Policies and objectives of assigned programs and activities.

County Office organization, student programs, policies, and procedures.

Contract negotiation strategies and tactics.

Oral and written communication skills.

Interpersonal skills using tact, patience, and courtesy.

Public speaking techniques.

**ABILITY TO:**

Plan, develop, organize, implement, contract, and direct contract personnel with access to students, interns, student teachers, and volunteer programs.

Prepare records, reports and various materials in support of assigned volunteer and staff development activities.

Administer programs and projects.

Train and evaluate the performance of assigned staff.

Communicate effectively both orally and in writing.

Interpret, apply and explain rules, regulations, policies, and procedures.

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.

Maintain records and files.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: Bachelor's degree in business administration, organization development, human resources, education or a related field and four years increasingly responsible related experience in education.

**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.

Approved by Personnel Commission: June 23, 2011;

Revised 09/09/2015; 08/21/19



---

Jonathan Muñoz  
Director - HR/Classified Personnel Services

Date: 08/21/2019