

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: SITE COORDINATOR

BASIC FUNCTION:

Under the supervision of an assigned administrator, greets and assists visitors and provides information and assistance to staff and the public; coordinates and schedules the use of the site and services for the South County Annex and/or other Santa Clara County Office of Education locations; ensures compliance with health and safety codes, applicable laws, codes, policies, and guidelines; monitors the activities of the interior and exterior of the site; serves as a liaison between site staff and department leadership; serves as a resource to administrators and the public concerning the use of the site.

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:

Receives visitors, including administrators, staff, parents, and the public; provides information or directs to appropriate personnel; provides general information and assistance to callers and walk-in visitors regarding conference center space and facility use; responds to inquiries and provides information and assistance related to office or program operations, activities, policies, and procedures.

Provides customer service in support of the site, site personnel and assigned projects; receives, screens and routes telephone calls; takes, retrieves, and relays messages as needed; exercises independent judgment in resolving a variety of issues.

Coordinates, facilitates, and organizes site activities and communications to assure effective and efficient operations; provides feedback to department leadership in areas such as budgeting, purchasing, data management and related functions; serves as a resource and liaison for school site staff, parents, public schools, and other public and private agencies and organizations.

Communicates with staff, vendors, and the public to schedule the use of site facilities for meetings, in-services, conferences, ceremonies, sporting, cultural arts, and special events; confirms room schedules and services with clients; sets-up conference rooms and event space including positioning chairs and tables; operates audio, visual, and other meeting equipment.

Establishes and maintains a master calendar for conference center use; prepares reports related to facilities use; provides building access and monitors access records; distributes keys.

Participates in department meetings; represents the Facilities Department in inter-department meetings to support and facilitate communication and action between departments.

Assists in the scheduling and coordination of moves and activities within the site to minimize disruption to services; communicates appropriate set-up and maximizes utilization of available space.

Escorts vendors through site for tours, inspections, or problem resolution; monitors the activities of the

interior and exterior of site; reports any miscellaneous maintenance issues to General Services; assists in scheduling repairs as needed.

Acts as the point of contact for emergency response services; responds appropriately to site related emergencies and/or urgent issues; communicates safety and security policies to site personnel, ensures established security, health and safety codes and procedures are implemented and followed, including building evacuation and other action plans; ensures proper signage for site interior and exterior.

Participates in routine inventory receipt, storage, and retrieval; may prepare purchase requisitions, order equipment, and other supplies.

Maintains a variety of files and records and prepares statistical and routine reports related to site/center facility operations and equipment.

Provides feedback to assist in the development and preparation of the annual preliminary budget for the site/center; assists in controlling expenditures in accordance with established limitations.

Communicates with administrators, staff, and outside agencies to exchange information, resolves issues and coordinates activities.

Attends and participates in a variety of meetings related to assigned activities.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Event coordination and facility use planning.
- Record-keeping and report preparation techniques.
- Modern office practices, procedures, and equipment.
- Safety regulations in schools and offices.
- Basic knowledge of security systems/devices.
- Online meeting space scheduling software.
- Interpersonal skills using tact, patience, and courtesy.
- Oral and written communication skills.
- Telephone techniques and etiquette.
- Operation of a variety of office equipment, a computer and assigned software.
- Audio visual equipment operation and maintenance procedures.
- Applicable laws, codes, policies, and procedures related to assigned activities.
- County Office of Education policies, regulations, and procedures.
- Correct English usage, grammar, punctuation, spelling and vocabulary.
- Methods and techniques of customer service.
- Understanding and appreciation of cultural sensitivity and human diversity.
- Basic math.

ABILITY TO:

- Coordinate and schedule the use of facilities by various groups and community organizations.
- Serve as a resource to administrators and the public concerning the use of facilities.

Interpret, apply, and explain applicable laws, codes, policies, and procedures.
 Work independently with little direction.
 Meet schedules and timelines.
 Complete work with many interruptions.
 Perform clerical duties such as filing, typing, duplicating, and maintaining routine records.
 Determine appropriate action within clearly defined guidelines.
 Prepare reports related to assigned activities.
 Prepare and maintain a variety of records and logs.
 Communicate effectively both orally and in writing.
 Work cooperatively and effectively with others.
 Operate a variety of office equipment including a computer and assigned software.
 Work evenings or variable hours.
 Prioritize and schedule work.
 Answer telephones and greet visitors.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Graduation from high school, supplemented by college-level course work in business or a related field, and two years of experience coordinating and planning meetings, conferences, special events and related services, involving frequent public contact.

MAY REQUIRE:

Fluency in a second language, in addition to English, as specified by the Santa Clara County Office of Education.

WORKING CONDITIONS:

ENVIRONMENT:

Office and meeting room environment.
 Constant interruptions.
 Evening or variable hours.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person or on the telephone.
 Dexterity of hands and fingers to operate a computer keyboard.
 Reaching overhead and above shoulders to access materials.
 Sitting or standing for extended periods of time.
 Seeing to read a variety of materials.
 Bending at the waist, kneeling, or crouching to file materials.
 Pushing, pulling, or lifting tables, chairs, and conference center equipment.

Approved by the Personnel Commission: May 12, 2021

Marisa Perry
 Director – HR/Classified Personnel Services

Date: 05/12/21