

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: STAFFING SPECIALIST, HUMAN RESOURCES I/II

BASIC FUNCTION:

Coordinates the day-to-day operations of the Resource Support Services unit for the Santa Clara County Office of Education (SCCOE); determines and prioritizes certificated and classified substitute job assignments, and assigns and/or reassigns qualified substitute personnel as needed to meet program needs; coordinates and maintains the substitute calling and electronic timecard systems, providing technical support to users; develops, prepares and presents new hire orientation program; establishes and maintains personnel records and reports for substitute and non-regular employees, including contractors, professional experts, interns, and volunteers; uses independent judgment in the application of established personnel policies and procedures. Employees in this job class receive limited supervision within a framework of standard policies and procedures.

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 day-to-day operations of the Resource Support Services department, including the day-to-day substitute assignment and staffing operations for departments and programs of the Santa Clara County Office of Education.

Determines and prioritizes certificated and classified substitute job assignments; contacts qualified substitutes using the automated substitute calling system; may directly contact substitute staff by phone for assignment and/or reassignment as needed to meet program needs.

Coordinates and maintains the substitute calling system, electronic time-card system, and other assigned software; coordinates the automation of systems and verifies that imported data is accurate; identifies and corrects discrepancies as needed; completes set-up of employee profiles; assures system users have appropriate access, visibility, and approval authority.

Provides training and technical support for substitute calling and electronic timecard systems for users at all levels; troubleshoots issues as they arise.

Meets with and guides newly-hired substitute and non-regular employees through the onboarding process; schedules and coordinates onboarding requirements such as Live scan, TB tests, and pre-employment physicals; prepares and explains employment forms and documents; assists in the employment orientation for substitute and non-regular employees; provides user guidance to new substitute, regular employees, and non-regular employees in the operation of the automated/online substitute calling system and electronic timecard system.

Conducts full-cycle recruitment for classified and certificated substitute employees; prepares job bulletins; assesses individual applicant qualifications in coordination with subject matter experts; communicates with program leadership to coordinate interviews; prepares and distributes applicant and candidate notifications.

Inputs and maintains a variety of official employment records in a paperless filing system and the Human Resource Information System (HRIS); establishes and maintains official personnel records and files for substitute and non-regular personnel including, but not limited to, credentials, academic units, employment authorizations, employment forms, separations, status changes, and performance assessments; maintains confidentiality for sensitive information.

Collaborates with Payroll and program staff to ensure the accuracy of electronic timesheets; ensures appropriate approval authority is reflected in system set-up; researches and troubleshoots issues, as they arise, to meet established deadlines.

Receives, reviews, and processes substitute and non-regular personnel employment documents; ensures compliance with selection procedures; and audits employment forms for accuracy, correcting submitted data as needed.

Establishes, prepares, and distributes routine and special reports, charts, and tables to monitor employee absenteeism, substitute usage; provides substitute work data for unemployment insurance claims; establishes and maintains databases to track mandated information including, but not limited to, credential/permit expiration, TB expiration, mandated vaccine requirements and substitute sick leave eligibility; assigns and tracks mandated compliance trainings.

Confers and meets with program managers, school office staff, unemployment insurance representatives, and human resources staff regarding substitute personnel recruitment, planning, usage, and personnel procedures; works closely with Human Resources and Payroll staff to ensure all substitute and non-regular staff information is reported correctly into the HRIS system.

Serves as an expert resource to program managers, regular employees, substitute personnel and applicants regarding employment procedures, position qualifications, and substitute calling system operations.

Distributes employment application forms to interested job seekers as needed; explains employment procedures and position qualifications; responds to inquiries and disseminates information; schedules substitute employment candidates for orientation and employment processing.

Researches and analyzes employment history and salary records to respond to employment verification requests or other specific inquiries.

Trains and orients newly hired regular employees and substitute staff in instructional program operations, employee policies and procedures as well as the operations of the automated sub-caller and electronic timecard systems; develops and prepares training guides, manuals, maps, and materials as needed.

Fingerprints substitute employment candidates, and other persons seeking employment credentialing or licensing; operates Live Scan equipment; prepares invoices and collects appropriate fees.

Assists program managers and human resources administration in obtaining substitutes for summer school and other extended assignments.

Collaborates with departments within the SCCOE and external partners to ensure successful delivery of services.

Attends and participates in meetings and activities related to the substitute personnel recruitment, training, orientation, and enrollment.

Operates a desktop computer, fax machine, copier, printer, and other peripheral and standard office equipment in the course of assigned functions.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Human Resources policies and practices.

Applicable laws, codes, regulations, policies, and procedures.

Practices and procedures related to certificated personnel.

Operations, policies, and objectives relating to personnel activities.

Selection procedures.

HRIS Systems.

Research methods, practices, and procedures.

Effective and accurate record-keeping systems and procedures.

Oral and written communication skills.

Operation of a computer and assigned software.

Telephone techniques.

Principles of customer service.

Report writing.

Interpersonal skills using tact, patience, and courtesy.

Proper English usage including grammar, punctuation, spelling, and sentence structure.

ABILITY TO:

Use office application programs utilized for budgeting, word-processing, and data base system purposes.

Learn specific regulations, rules, laws, and policies related to the employment of substitute and non-regular personnel.

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

Use initiative, independent judgment and discretion in assigning qualified substitute personnel to certificated and classified substitute job assignments.

Effectively set-up, operate, maintain, and monitor the automated substitute caller and electronic timecard systems and perform troubleshooting procedures.

Provide training and technical support of department software.

Carry out instructions and communicate, both orally and in writing, with a wide variety of personalities and customer service situations requiring diplomacy, friendliness, poise, and professional demeanor.

Establish, prepare, and maintain a variety of routine and complex records, reports, and filing systems for substitute usage, training, and assignments.

Coordinate a variety of office/clerical and technical support work with speed and accuracy.

Enter and/or edit substitute employment data with accuracy and at a rate that ensures successful job performance.

Analyze staffing situations and adopt an effective course of action.

Operate a variety of office equipment including, but not limited to, a desktop computer, copy machine, fax machine, calculator, and other peripheral equipment.

Interpret and apply specific regulations, rules, laws, and policies.

Organize work and meet deadlines.

Work independently without immediate supervision in a non-traditional work schedule.

EDUCATION AND EXPERIENCE

STAFFING SPECIALIST, HUMAN RESOURCES I

Any combination equivalent to: College-level coursework in human resources, public administration, or related field and one year of clerical/technical experience involving complex record keeping, high level of interpersonal contact, and independent judgement.

STAFFING SPECIALIST, HUMAN RESOURCES II

Any combination equivalent to: College-level coursework in human resources, public administration, or related field and three years of clerical/technical experience involving complex record keeping; high level of interpersonal contact, and independent judgement, directly related to human resource functions.

WORKING CONDITIONS:

ENVIRONMENT:

Generally, duties are primarily performed in an office environment while sitting at a desk. Incumbents are subject to contact with, or constant interruptions by staff, employment candidates and/or employees.

PHYSICAL DEMANDS:

- Hearing and speaking to exchange information in person and on the telephone.
- Seeing to read, prepare and proofread documents.
- Sitting for extended periods of time.
- Standing for short periods.
- Dexterity of hands and fingers to operate a computer keyboard and other office equipment.
- Kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies.
- Lifting light objects.

Approved by the Personnel Commission: March 23, 2000

Revised: 10/11/09; 4/9/14, 1/12/22



Marisa Perry
Director III – HR / Classified Personnel Services

Date: 1/12/22