

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: SUPERVISOR – HUMAN RESOURCES / SUBSTITUTE SERVICES

BASIC FUNCTION:

Under the direction of the Director III – Human Resource / Classified Personnel Services, organizes and manages the activities and operations of the Santa Clara County Office of Education (“SCCOE”) Substitute Services Unit; manages the operations of the Frontline Education system applications; coordinates assigned functions of payroll and human resources as applicable to substitute staff; plans and manages the substitute recruiting process; oversees substitute classification and compensation; supervises the LiveScan fingerprint unit and related processes; trains 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:

Organizes and manages the activities and operations of the SCCOE’s Substitute Services Unit; participates in the development and implementation of departmental policies and procedures.

Supervises and coordinates the automation of the Frontline Education system applications including working with system vendors on operational issues and improvement of system capabilities and other enhancements; conducts orientation and enrollment sessions for new substitute classified employees; explains substitute staff and sub-calling system procedures; assures new substitute employment files are properly completed.

Coordinates payroll functions with human resources; prepares substitute employee files and records; supervises file scanning and purge activities; conducts substitute salary studies, analyzes data, and recommends adjustments as assigned.

Participates in the recruitment activities related to substitute staff; posts positions on web-based job sites; participates in screening job applications; determines type of oral, written or performance examination to be administered; schedules managers and candidates for interviews; maintains and implements substitute preference lists for off-calendar employees and laid-off workers eligible for substitute work; writes, develops and prepares substitute handbooks.

Supervises the fingerprint unit and LiveScan processes; trains employees on LiveScan operations and procedures; supervises the LiveScan services to school districts and external agencies; monitors fingerprint service schedules and approves changes as necessary; develops personnel policies and procedures related to assigned functions; oversees the procurement of LiveScan equipment; works with the Department of Justice as needed.

Monitors the work of substitute employees in long-term assignments work within established guidelines; coordinates termination of long-term assignments and substitute staff with performance or attendance issues; resolves substitute assignment problems and reassigns as necessary.

Interprets and explains substitute employment procedures and applicable Education Code and administrative regulations; develops and implement short-term and long-term plans; provides data for long-term planning.

Oversees and coordinates employee attendance tracking and special projects as assigned; trains administrators and users on related processes, procedures and Frontline Education applications.

Trains and evaluates the performance of assigned staff; interviews and selects employees and recommends transfer, reassignment, termination and disciplinary actions; communicates with staff regarding various issues such as special substitute assignments or layoffs impacting the Substitute Services Unit.

Prepares and maintains a variety of reports, records and files related to personnel and assigned activities; ensures compliance with annual requirements for immunizations and mandated reporter training.

Oversees related budgets; monitors revenue and expenditures; prepares invoices for school districts and external agencies for services provided and ensures payments are received; assures credit card processing, cash reconciliation and deposits in accordance with established procedures.

Operates a computer and assigned software programs; operates other office equipment as assigned.

Attends a variety of meetings as assigned.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Current principles, practices, methods and terminology used in public human resources administration, including job analysis, employment process, selection, training, recruitment, classification and compensation.

Current laws, guidelines, codes, regulations and rules related to a County Office of Education’s human resources operations.

Best industry practices related to human resources operations.

Current laws, codes, regulations and rules related to substitute credentialing.

Practices and procedures related to certificated personnel.

Operations, policies and objectives relating to personnel activities.

Test development, validation and selection procedures.

Oral and written communication skills.

Principles and practices of supervision and training.

Principles of project management.

Interpersonal skills using tact, patience and courtesy.

Advanced-level research methods for qualitative and quantitative analysis and reports.

Intermediate- to advanced-level math and statistics.

Operation of a computer and assigned software.

ABILITY TO:

Perform a variety of complex and professional human resources functions in recruitment, examination,

selection, training, classification and compensation, substitute benefits, and processing of substitute employees.

Coordinate available substitutes to assure proper coverage of assigned programs and departments. Learn information systems and software related to substitute assignments, substitute payroll, employee attendance and LiveScan fingerprinting.

Provide technical information and assistance to others concerning substitute employment policies and personnel transactions related to certificated and classified human resources matters.

Interpret, apply and explain applicable state and federal laws, rules, regulations, policies and procedures.

Modify systems, procedures, and programs within area of responsibility.

Train and evaluate the performance of assigned staff.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Operate a computer and assigned office equipment.

Meet schedules and timelines.

Work independently with little direction.

Plan and organize work.

Prepare records and reports related to assigned activities.

Analyze situations accurately with good judgment to adopt and recommend effective action plans.

Learn, research, synthesize, interpret, apply, explain and assure compliance with rules, regulations, policies and procedures as related to assigned work functions.

Perform difficult and complex tasks, practices, and procedures requiring accuracy, independent judgment, resourcefulness and knowledge of office functions and policies.

Quickly and accurately, prepare, compute, conduct, gather, read, comprehend, analyze, interpret, and comprehensively report on complex and technical mathematical, statistical, narrative, and qualitative research and analysis.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Associate’s degree in human resources, organizational development, public administration, public policy, psychology, or another field, and three years of increasingly responsible experience in the human resources field.

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.

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Sitting or standing for extended periods of time.

Approved by the Personnel Commission: April 11, 2018



Jonathan Muñoz
Interim Director – HR/Classified Personnel Services

04/11/18

Date