

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: DATA SYSTEMS AND COMMUNICATIONS SPECIALIST

BASIC FUNCTION:

Under the direction of assigned supervisor, performs varied and responsible data management, communications, and administrative support functions; manages data collection and consolidation for a variety of projects and office initiatives; prepares and maintains a variety of qualitative and quantitative manual and automated records and reports related to assigned activities; assists with the coordination of public awareness materials; participates in the creation of communications collateral for office initiatives; assists with special projects and a variety of administrative support tasks as needed.

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:

Compiles information from multiple data sources and prepares and maintains a variety of records and reports; establishes and maintains filing systems; inputs a variety of data into an assigned computer system; establishes and maintains automated records and files; initiates queries, develops spreadsheets, manipulates data, and generates various computerized lists and reports as requested; assures accuracy and validity of input and output data.

Establishes and maintains documentation, records, files, filing systems, and logs relating to data management and assigned functions; maintains the daily operations of physical database systems.

Prepares, composes, and develops reports, graphs, charts, and correspondence relating to assigned duties; completes required or requested reports; ensures data collection and reporting procedures meet mandated regulations; ensures accuracy of the reports.

Creates a variety of written informational materials that are creative and descriptive to support department and office-wide initiatives; partners with the Media and Communications Department to create a variety of communications collateral, including fliers, brochures, video scripts and marketing materials; supports the development and preparation of social media posts; provides support for project management and the development of public awareness campaign processes and timelines.

Participates in the planning of communications strategies; assists with the coordination of public awareness materials; initiates contact with media partners, follows campaign calendar; distributes campaign materials throughout the community as appropriate.,

Performs varied and responsible office support and administrative duties in support of office operations and personnel within an office; coordinates and organizes office activities and work; coordinates flow of communications and information as related to assigned personnel and duties; assure smooth and efficient office operations.

Performs public relations and customer services in support of the office, office personnel and assigned projects.

Coordinates, schedules, and attends a variety of meetings, workshops, and special events; prepares and sends out notices of meetings; compiles and prepares agenda items and other required information for meetings, workshops, and other events; sets up equipment and supplies for meetings and other events as needed; takes, transcribes, and distributes minutes as directed.

Composes, independently from oral instructions, notes or rough draft, a variety of materials such as inter-office communications, forms, letters, memoranda, bulletins, agenda items, labels, fliers, requisitions, handbooks, newsletters, brochures, certificates, contracts, and other materials; formats materials to meet program and office needs; maintains department website content as directed.

Effectively uses word processing, database, and spreadsheet software application programs and information and data management systems; operates a variety of office equipment including a calculator, copier, fax machine, computer and assigned software.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Organizational operations, policies, and objectives.
- Policies and objectives of assigned programs and activities.
- Applicable laws, codes, regulations, policies, and procedures.
- Record-keeping and filing techniques.
- Business letter and report writing, editing, and proofreading.
- Telephone techniques and etiquette.
- Modern office practices, procedures, and equipment.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Data control procedures and data entry operations.
- Interpersonal skills using tact, patience, and courtesy.

Operation of a computer and assigned software.
Oral and written communication skills.
Record retrieval and storage systems.
Basic public relations techniques.
Mathematic calculations.
Marketing design, editing and writing.

ABILITY TO:

Work with large amounts of complex and varying data and data sets.
Verify, audit, and reconcile data.
Extrapolate from large quantities of complex data to prepare a variety of quantitative or qualitative reports.
Recognize and report on important discrepancies in data.
Recommend improvements in data collection and management based on analysis of data.
Maintain a variety of records, logs, and files.
Utilize a computer to input data, maintain automated records and generate reports.
Organize data in a meaningful and logical manner.
Perform varied and responsible administrative support duties as assigned.
Compose correspondence and written materials independently or from oral instructions.
Assure smooth and efficient completion of tasks.
Learn, apply, and explain laws, codes, rules, regulations, policies, and procedures relevant to the position.
Type or input data at an acceptable rate of speed.
Answer telephones and greet the public courteously.
Complete work with many interruptions.
Establish and maintain cooperative and effective working relationships with others.
Meet schedules and timelines.
Work independently with little direction.
Communicate effectively both orally and in writing.
Add, subtract, multiply and divide with speed and accuracy.
Operate standard office equipment including a desktop computer, copier, fax machine, printer, and other peripheral equipment related to telecommunications and network servers.
Effectively use word processing, database, presentation, and spreadsheet software programs.
Write and edit a variety of materials that are creative, descriptive, technical, and factual.
Assemble information in a creative, informative manner.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Associate's degree, with coursework in a related area of study, and three years of increasingly responsible administrative assistant experience involving data collection and management and frequent public contact.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person or on the telephone.
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.
Bending the waist, kneeling, or crouching to file and retrieve materials.

Approved by the Personnel Commission: June 9, 2021



Marisa Perry
Director – HR/Classified Personnel Services

Date: 06/09/21