

# **Sacramento County Office of Education Job Description**

## **Classification Title: Director, Support Services**

### **DEFINITION**

Under general direction, plans, organizes, and directs the overall operation for information services, compensation services, printing and support services; performs other related duties as assigned.

### **DIRECTLY RESPONSIBLE TO**

Assistant Superintendent, Business Services

### **SUPERVISION OVER**

Professional, technical, and clerical personnel as assigned.

### **DUTIES AND RESPONSIBILITIES**

(This position may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found in this classification.)

#### **Information and Compensation Services Management**

Responsible for planning, organizing, assigning, and directing the management of information systems and compensation services, provides leadership for staff to implement effective processes; attends collaborative meetings for the purpose of coordinating with appropriate agencies and ensuring activities and services achieve objectives; develops procedures to comply with laws and regulations; researches or supervises research on new technology and procedures related to information systems and compensation services; develops and implements long and short-term plans and activities; communicates with administrators, staff, and vendors to coordinate activities, resolve issues, and exchange information; composes a variety of materials including reports, presentations, and correspondence; selects and provides training, supervision, and evaluation for coordinators and managers in the department; attends meetings and workshops as necessary; develops and monitors department budget and expenditures.

#### **Support Services Management**

Responsible for planning, organizing, assigning, and directing the management of support services including printing and production, procurement, courier, maintenance, and custodial services; oversees lock and key security management; communicates with administrators, staff, and vendors to coordinate activities, resolve issues, and exchange information; composes a variety of materials including reports, presentations, and correspondence; selects and provides training, supervision, and evaluation for coordinators and managers in the department; attends meetings and workshops as necessary; develops and monitors department budget and expenditure.

#### **Workers Compensation**

Oversees the return to work program; acts as liaison between coverage provider and SCOE; directs the organizing, and managing of all SCOE Worker's Compensation claims; assists the Chief Administrator, Human Resources with work related injury leave issues; directs staff to ensure all employee Worker's Compensation records are kept organized, confidential and secure; assists staff and SCOE departments in all work related injury reporting on the federal and state level; attends employee safety, and worker's compensation related workshops, conferences, and meetings as requested.

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

Any combination of education, training, and experience equivalent to a bachelor's degree in computer science, management information systems, or related fields; increasingly responsible professional experience in administering information systems, public accounting, payroll, and business management; experience in the supervision of a highly technical staff.

#### **Knowledge of:**

Services and responsibilities of departments supervised; laws and regulations as they apply to the organization and operation of programs; principles and methods of systems analysis, programming and scheduling; principles and practices of school business, financial, payroll, or human resources procedures; technical aspects of school business finance; principles of management and supervision.

**Skill and Ability to:**

Direct and manage new business, financial or human resources related programs and systems; read, interpret and apply technical information; interpret, apply, and explain laws, rules and regulations as they apply to information systems and support operations; prepare budgets and forecast expenditures; learn new software and adapt to changes in technology; analyze data and make appropriate recommendations; establish and maintain effective working relationships with outside agencies, administrators and staff; communicate effectively in oral and written form in both technical and non-technical terms; plan, direct, coordinate, and supervise activities of supervisory, technical, and clerical staff.

Approved by Personnel Commission 7/17/12