

COLUSA COUNTY OFFICE OF EDUCATION

CATEGORY: CONFIDENTIAL

CLASSIFICATION: CHILDREN'S SERVICES

JOB TITLE: PROGRAM SUPPORT TECHNICIAN

BASIC FUNCTION:

Under the direction of the Director of Children's Services or designee, monitor and ensure effective program operations; oversee and perform a variety of secretarial and clerical functions of the assigned administrative office; perform difficult and complex tasks as assigned; maintain confidentiality of information.

REPRESENTATIVE DUTIES:

Monitor program operation to ensure efficiency and compliance with Child Development Division and Head Start regulations. **E**

Prepare a variety of compliance and performance materials and communications required for operation of child development and Head Start programs; and assure accuracy of information. **E**

Prepare and maintain program and confidential files; maintain databases, and assure compliance with Child Development Division and Head Start requirements. **E**

Perform a variety of administrative support functions; perform a variety of secretarial and clerical functions; perform difficult and complex tasks. **E**

Prepare correspondence and memoranda independently or from oral instructions; determine appropriate format and presentation; maintain a variety of complex files and records often involving confidential materials; prepare confidential correspondence related to negotiations. **E**

Prepare and maintain a variety of records related to policies, agendas, plans, contracts, minutes, calendars, records and reports; submit required reports to appropriate agencies. **E**

Supervise and evaluate the performance of assigned personnel; make recommendations regarding salary increases, promotions, disciplinary action, reassignments or terminations of assigned employees; organize advertisement, selection and interviewing processes. **E**

Maintain human resources records on attendance for all program staff. **E**

Approve payments and reports in the absence of the Director-Children's Services. **E**

Collaborate with a variety of County Office and district personnel and outside agencies to coordinate activities, exchange information and resolve issues or concerns. **E**

Drive a vehicle to attend various meetings; take minutes; type a variety of agendas, minutes, and correspondence; prepare agenda packets of information and distribute as appropriate. **E**

Operate a computer to enter data on program-related information; generate lists for staff; prepare State reports from an assigned data processing system. **E**

Operate assigned computer software systems and a variety of office equipment including a printer, copier, facsimile, calculator, typewrite, telephone and other office machines to perform assigned duties. **E**

Perform a variety of duties including answering telephones and distributing messages; typing, filing, copying, preparing and maintaining logs, records and reports; greet visitors and parents; coordinate visitor information; and provide assistance and information related to program activities. **E**

Coordinate, organize and create annual worksite calendars; coordinate travel arrangements for conferences. **E**

Prepare and submit position requests, schedule and coordinate interviews participating when directed, coordinate process for completion of hiring. **E**

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

County Office organization, operations, policies and objectives

Advanced secretarial and administrative assistant methods and responsibilities

Principles of training and providing work direction

Interpersonal skills using tact, patience and courtesy

Modern administrative office practices, procedures and equipment Correct English usage, grammar, spelling, punctuation and vocabulary

Oral and written communication skills

Word processing techniques

Record-keeping techniques

Alpha and numeric filing systems

Computer hardware and software in order to perform word processing, information retrieval and maintenance of data

ABILITY TO:

Perform a variety of complex and responsible secretarial and administrative support duties to relieve the administrator of administrative details

Apply, interpret, and explain the operations, policies and procedures of the assigned administrative office

Communicate effectively both orally and in writing

Analyze situations accurately and adopt an effective course of action

Work independently with little direction

Prepare and maintain administrative records and files

Compile data and prepare reports

Work confidentially with discretion

Type at an acceptable rate of speed

Plan and organize work

- Compose correspondence and written materials independently
- Meet schedules and timelines
- Operate a computer terminal to enter data, maintain records and generate reports
- Establish and maintain cooperative and effective working relationships with others
- Train and provide work direction to others
- Lift and carry objects weighing up to 25 pounds
- Operate a variety of office equipment to perform assigned duties
- Operate a vehicle to conduct work

EDUCATION AND EXPERIENCE:

Bachelor's degree in business administration or related field and four years of responsible secretarial experience.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license

WORKING CONDITIONS:

ENVIRONMENT:

- Office
- Constant interruptions

PHYSICAL ABILITIES:

- Dexterity of hands and fingers to operate a computer keyboard and standard office equipment
- Sitting or standing for extended periods of time
- Reaching overhead, above the shoulders and horizontally to retrieve and store materials
- Hearing and speaking to exchange information on the telephone or in person
- Seeing to review, distribute and type materials
- Bending at waist, kneeling or squatting
- Lifting, pushing, pulling and carrying objects weighing up to 25 lbs.
- Drive a vehicle to conduct work

HAZARDS:

Potential for contact with blood-borne pathogens and communicable diseases

Employee Group: Classified – Confidential

FLSA Status: Non-exempt

Salary Schedule: 205

Approval Date: July 2022

