

Job Summary:

The job of Staff Service Manager is to assist in the administration, staffing, and management activities in the Tulare County Office of Education, Early Childhood Education Program. General supervision is provided by the program Administrator or designee or other higher-level director the organization. Responsibilities include the direct and indirect supervision of assigned professional, and/or technical, clerical, administrative, accounting and data collection staff.

Essential Functions:

Provides direct and indirect supervision of assigned professional, and/or technical, clerical, administrative, accounting and data collection staff.

Monitors and maintains database of employee information such as mandated training, licensing/permit renewals, evaluations, immunizations, assignments and professional development.

Recommends staffing needs and adjustments based on federal and state funding patterns, licensing and permit requirements, and community needs projections.

Monitor and evaluate program operations as to their effectiveness and compliance with federal and state early childhood education requirements.

Plan, coordinate and implement various activities of the assigned programs.

Conduct analytical studies and develop recommendations for changes in internal procedures

Prepare recommendations as to improvements or program changes necessary to achieve compliance with federal and state standards.

Prepare grants, contracts, needs assessments, comprehensive reports, records and correspondence.

Serve as the program liaison with the Human Resources department and other Tulare County Office of Education departments.

Research and analyze procedures, policies, legal requirements and/or cost of an existing system or procedure to determine if improvement opportunities exist.

Advise program management staff on personnel and behavioral issues, personnel implications of management decisions and conduct training for staff on human resources issues.

Counsel and instruct supervisory personnel at all levels on employee relations practices, techniques and interpretation of labor/management agreements.

Advise first line supervisors on disciplinary matters so that consistency is maintained in addition to conformity with negotiated agreements.

Perform specialized activities in support of program goals; collaborate with administrators and other personnel to assure programs comply with licensing requirements, State and federal laws, rules and regulations.

Serve as program liaison to outside organizations or the public concerning assigned area.

Deals with confidential and sensitive personnel matters and organizational issues, maintains security and confidentiality of records and information.

Investigates complaints related to assigned staff, recommends corrective action as needed, and resolves escalated complaints or disputes.

Provides employees with guidance/instructions in handling difficult, unusual, or complex problems as they arise.

Performs related duties as assigned.

