

MONTEREY COUNTY OFFICE OF EDUCATION

Operations Specialist I

Classification: Classified

Salary Level: 39.5

DEFINITION:

Under direct supervision of the Operations Planning Officer, the Operations Specialist I position is responsible for providing operational support, including but not limited to, payroll warrant processing, routine bank redemptions, Printer Managed Services processing, printer store operations, fixed asset coordination, system administration, process improvement, and service management.

SUPERVISOR:

Operations Planning Officer

POSITION(S) SUPERVISED:

None

QUALIFICATION REQUIREMENTS:

To perform a job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in the job description are representative (not an exhaustive list) of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the position.

DISTINGUISHING CHARACTERISTICS:

The Operations Specialist I is the entry level position in this series of Operations Specialist positions. The Operations Specialist I requires a lower level of expertise than the Operations Specialist II.

MAJOR DUTIES AND RESPONSIBILITIES: The following is a list of duties that is representative of the position that includes but is not limited to:

- Performs a variety of data processing-related duties such as payroll and warrants, including any folding and mailing responsibilities
- Tracks inventories for warrant stock and notifies Payroll when ordering thresholds are reached
- Performs routine bank redemption related file processing, uploading and troubleshooting
- Performs centrally delivered fixed asset warehouse receiving for the entire organization, including completion of receiving activities and delivery, to the appropriate location
- Manages printer supplies for contracts including maintaining supply inventories and provided printer supply store operations
- Coordinates support requests with onsite printer technician
- Serves as Central Asset Designee for the receiving, tagging, recording, and delivery of fixed assets for the entire organization and coordinates fixed asset related activities across the organization
- Coordinates annual physical inventories of fixed assets with Division Asset Designees
- Perform basic system administration and maintenance of the organizational performance reporting

- system including the gathering of appropriate data
- Procure technology purchases based upon MCOE department requests
 - Perform content management related activities for the Technology and Information Systems presence in the MCOE website, extranet, and intranet
 - Performs basic system administration of the MCOE Online Community
 - Performs routine website analysis and prepares monthly status reports
 - Provides user management and user related assistance for project management and service management system
 - Provide basic project management system support and administration
 - Participate in the development of standard operation procedures including the collection of data, preparation of documents, and administration of the document management system
 - Participate in data collection and subject matter expert interviews for process improvement projects
 - Complies with Monterey County Office of Education Board and Superintendent Policies and Administrative Regulations

OTHER DUTIES:

Performs other job related duties as assigned

PHYSICAL AND MENTAL CHARACTERISTICS:

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use telephone, business machines; vision sufficient to read printed materials; hearing sufficient to conduct in person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard in normal conversational distance, on the telephone and addressing groups; physical agility to push/pull, squat, twist, turn, bend, stoop and to reach overhead; physical mobility sufficient to move about the work environment (office, district, school site-to-site), drive an automobile, and respond to emergency situations; physical strength sufficient to lift 50 pounds and 100 pounds with assistance; physical stamina sufficient to sit for prolonged periods of time; mental acuity to collect and interpret data, evaluate, reason, define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

REQUIRED QUALIFICATIONS:

Education and Experience:

- High school diploma or its equivalent supplemented with coursework and/or training in general business or computer science
- No less than one (1) year of data processing, technology support, and operational support which has provided the applicant with the required knowledge and abilities to successfully perform job duties.

Knowledge of:

- Policies, procedures, functions and general principles of information technology and operations
- Modern office procedures and practices, including filing systems, reception and telephone techniques and office equipment including printers and faxes
- Computer application software that includes word processing, database and spreadsheet programs to maintain records and reports

- Finance system payroll and fixed asset management operations
- Basic inventory management and operations
- Best practices and principles of system administration
- Utilization of common process improvement tools such as SIPOC, fishbone diagrams, Pareto analysis, and flowcharts
- Basic principles of service management and performance reporting
- Basic principles of process improvement and organizational alignment
- Basic understanding of visual representation of data
- Standard data transmission protocols
- Basic technical troubleshooting and problem solving

Skills and Abilities to:

- Plan, formulate and execute clerical procedures and directives in accordance with assigned duties and office policies
- Utilize and apply the technology of word processing, database, and spreadsheet applications
- Write reports and prepare technical documentation for assigned duties
- Establish and maintain cooperative relationships with those contacted within the course of work
- Comply with the department's customer service standards, as outlined in associated policies and procedures
- Perform system administration across disparate systems and functional needs
- Handle information in a discreet and confidential manner
- Exercise reasonable judgement in unusual circumstances
- Provide user management support in project management software
- Ability to organize inventory and update appropriate tracking systems
- Update and manage a fixed asset inventory system
- Navigate financial management software for the purpose of warrant processing, bank redemption activities, and asset management
- Communicate in English, clearly and concisely, both orally and in writing
- Understand and carry out oral and written instructions
- Learn new skills to keep current with technology changes
- Instruct others in the use and care of computer technology and software
- Adapt to changing technologies and learn functionality of new equipment and systems
- Manage time effectively between multiple tasks and location, and record time utilization
- Multitask and work independently with limited supervision; determine the seriousness of a problem that warrants escalation
- Effectively implement problem solving techniques

DESIRABLE QUALIFICATIONS:

- Associates degree preferred but not required
- Ability to effectively communicate in Spanish

LICENSES AND CERTIFICATIONS:

Possess an appropriate, valid California Driver's License with evidence of insurability.