



DEPARTMENT OPERATIONS COORDINATOR

Position Summary

The Department Operations Coordinator (DOC) is responsible for organizing, directing and coordinating operations for a complex district level department. It relieves department administrators of operational tasks and concerns that would impede their carrying out their leadership responsibilities. The DOC oversees the operational work of the department, especially that of administrative support, to ensure that the department operates in ways that are equitable, cost-effective, and efficient.

The DOC also provides executive administrative support to department directors as well as to other department administrators. The DOC represents the department to other central office departments and ensures that their processes as related to the department are done accurately, efficiently and in a timely manner.

Supervisory Relationship

The Department Operations Coordinator reports to the department director. The DOC oversees and streamlines the work of the department's support staff. They do not have supervisory responsibilities to evaluate staff but may provide relevant input to department administrators to support the process.

Essential Functions

1. Develops, plans, and implements goals for department operations. Develops strategic plans for organizational effectiveness and delivery of services. In collaboration with other staff, leads and monitors the development and implementation of changes and improvements to department operations, including policies and procedures. Fosters analytical thinking and creativity among staff for ways to deliver department services.
2. Assists in development of and administration of a complex departmental budget. Assists in the development of funding proposals and grant applications, including writing proposals and applications.
3. Monitors department workload to ensure equitable workloads amongst support staff. Ensures staff receives training to meet work demands and deadlines and increased performance at high levels. Attends to strengths and needs of individual staff members.
4. Assists in facilitating the resolution of staff complaints and/or conflicts.
5. Provides and maintains communication, both formal and informal, among department staff and from the department to others within the district and in the community.
6. Makes decisions, when appropriate, or assists department administrators when responding to citizen inquiries and/or complaints.
7. Oversees department filing and archival systems.
8. Provides executive level, confidential administrative assistance to the department's director, including but not limited to composing written communications, researching issues or collecting data, recording minutes at meetings, responding to phone calls and

- emails, maintaining schedules, and making logistical arrangements for meetings and travel.
9. Provides administrative support to designated department programs, committees, and operational functions.
 10. Perform other duties and assume other responsibilities as assigned.

Required Knowledge, Skills and Abilities

Knowledge of:

1. Current principles and practices for organizational administration, development, change, functions and services.
2. Practices and techniques of effective project management.
3. Standard best practices for office operations, including those in budgeting, purchasing, data management, document formatting and preparation, filing and retrieval systems, inventory maintenance, phone etiquette, and public relations.
4. Principles and practices of staff development for a complex department.
5. District and state policies, rules, and regulations.
6. Instructional trends and best practices for teaching and learning, and operational issues for district schools and classrooms.
7. Strategies to enhance instructional directors' ability to focus on instructional leadership and support to principals.
8. Strategies for assisting department staff with retaining focus on their job duties while providing services in support of department goals.
9. Word processing, spreadsheet software, presentation software.
10. Systems the district uses, include but not limited to BusinessPlus, Zimbra and Synergy.
11. Correct English usage, grammar, punctuation, and spelling.

Skills and Ability to:

1. Ability to establish a work environment that is notably respectful, efficient, productive, equitable, and with opportunities for continuous improving.
2. Ability to effectively lead, facilitate, and coordinate work groups.
3. Ability to communicate effectively orally and in writing. Prepare and deliver effective presentations.
4. Ability to design, develop and edit online sites and pages.
5. Ability to manage multiple tasks and projects.
6. Ability to input data in an identify work processor efficiently and accurately.
7. Ability to operate standard office equipment.

Minimum Qualifications

Education

- Bachelor's degree in Business Administration, Public Administration, Education or related field.

Experience

- Minimum five (5) years of responsible administrative and managerial experience involving responsibility for planning, organization, implementation, and coordination of the operations of an organization, business, or agency with minimum of 25 active employees. Experience with organizational development desirable.
- Documented success with change management and continuous improvement processes.
- Minimum five (5) years of responsible experience as a secretary or administrative assistant, including providing confidential support for an executive level position.
- Training in the field of teaching and learning highly desirable.
- Secretarial or administrative assistant experience to a director or executive highly desirable.

Any equivalent combination of education and experience that provides the required expertise to perform the essential functions of the job may be considered as qualified by Human Resources.

Work Environment

Duties are performed in a standard office environment.

ADDITIONAL INFORMATION	
Employee Unit	MAPS - Professional
Pay Grade	Grade 6 – 12 Month Calendar
Approved by	Karen M. Hardin, Director of Human Resources
Last Revised	June 27, 2022