

EDUCATION SERVICES MANAGER

DEFINITION

Under general direction, plans, implements, directs and coordinates the activities of the Education Services Division of the Library and Community Services Department, including programs related to education services, literacy, and early childhood education programs. Performs a wide variety of complex management, administrative, and problem-solving work related to internal control and coordination of department programs, analysis of organizational structure and methods, oversight of education service delivery to all populations and age groups, and internal budget review. Exercises direct responsibility over routine operations in the Education Services Division by assuming delegated authority for controlling and directing resolution of personnel, budgetary, and administrative issues and problems.

DISTINGUISHING CHARACTERISTICS

This is a mid-management classification that oversees, directs and participates in the activities of the Education Services Division. The incumbent is accountable for accomplishing program planning and operational goals and objectives. This class is distinguished from that of the Educational Services Coordinator classification in that the latter is responsible for coordinating and implementing education services programs, but is not responsible for the overall planning and execution of division goals, objectives, personnel and budgetary responsibilities. The Education Services Manager is expected to operate with greater independence and only to receive occasional instruction or assistance as new or unusual situations arise. Adequate performance at this level requires the knowledge of departmental or office procedures and precedents, the ability to choose among alternatives in solving many problems, and mastery-level knowledge of literacy programs, youth educational services and outcomes, early childhood education and development. The Education Services Manager exercises a high degree of responsibility and requires excellent interpersonal skills. This classification regularly acts with delegated authority from the Director of Library and Community Services and other administrative officials to independently accomplish City goals.

SUPERVISION RECEIVED

General direction is provided by the Director of Library and Community Services.

SUPERVISION EXERCISED

Responsibilities include direct and indirect supervision of professional, technical, and clerical staff.

ESSENTIAL DUTIES

Duties may include but are not limited to the following:

Direct and participate in the development and implementation of department goals, objectives, policies, procedures, and priorities.

Participate in the preparation of the department budget including staffing, support resources, program and project needs, and resource development including grants.

Conduct studies, survey and collect information on difficult operational and administrative problems, analyze findings, and prepare reports of practical solutions for review by the Director of Library and Community Services.

Assume responsibility for a variety of personnel activities, including supervision, performance evaluation, training, and recommended hiring of personnel, including professional/technical personnel.

Negotiate and administer consultant contracts and agreements.

Identify, analyze, and monitor local problem solving capacities, including delivery of education and literacy services to Hayward residents.

Coordinate needed financial resources, human resources, public-private partnerships and collaborative initiatives for provision of adequate education services to Hayward residents.

Provide administrative oversight to the City of Hayward Education Services Division. Supervise the administration of multiple education-related programs, including but not limited to including K-12 Education, Adult Literacy Tutoring, English as Second Language Training, and Early Childhood Education. Assure accurate and timely reporting to the City and regulatory agencies.

Analyze proposed educational services and programs for financial feasibility and potential to meet the City's education goals. Make recommendations for such projects requesting City assistance or approval.

Monitor and evaluate assigned educational programs for effectiveness and operational efficiency through the use of data and measurable outcomes; assist in the development and implementation of program activities, standards, and procedures designed to enhance education program effectiveness and operational efficiency.

Provide professional staff support to assigned Council-appointed Boards, Commissions, and Task Forces.

Prepare and present executive-quality oral and written reports to the City Council, other city bodies, and the community.

ESSENTIAL DUTIES (continued):

May be responsible for capital improvement/construction projects, public relations efforts, automated systems enhancements and a variety of other general improvement issues.

Maintain and analyze a variety of data-driven records and reports including, but not limited to: program service delivery and outcomes; student and volunteer data including student academic performance data; and financial reports including grant reports.

Seeks external funding resources; participates in resource development activities for sustainable program operation and growth, which includes proposal writing independently and as a team member.

Perform related work as necessary.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Modern principles and practices of public administration; budgeting and personnel management; organizational evaluation and development.

Principles and practices of education and literacy services; personnel development and management; community needs assessment; community organization; grant administration and resource development.

Federal, state, and local laws, rules and regulations pertaining to local government operations and public service.

Applicable federal, state, and local laws, regulations and codes pertaining to education programs and literacy services.

Department of Education-regulated programs such as Promise Neighborhoods and Title I.

Mastery-level knowledge of education programs and services including homework tutoring programs, early childhood education activities, support for youth transitions from high school to college or trade, adult education and technology classes, and lifelong learning for seniors.

Roles and activities of other education institutions and social services agencies that support lifelong learning, academic achievement, and access to education.

Current practices in the field of education, especially out-of-school time education, early childhood education, and adult education.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Ability to:

Plan, organize, direct, and coordinate administratively complex education programs, literacy services and grant development programs.

Lead, plan, direct, supervise, develop, and coordinate the work of professional/technical and clerical staff.

Analyze a variety of administrative problems and make sound policy and procedural recommendations.

Properly interpret and make decisions in accordance with applicable laws, regulations and policies.

Review and analyze complex, specialized, and technical information.

Identify community needs based on data and develop effective programs responsive to those needs based on measurable outcomes.

Communicate clearly, concisely, and professionally, orally and in writing, in all formats and media.

Prepare concise, comprehensive, executive-quality reports.

Exercise independent judgment; maintain effective working relationships with and integrate the concerns, needs, and desires of public officials, community organizations, the general public, and employees.

EXPERIENCE AND EDUCATION

Any combination of experience and training that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Four (4) years of progressively responsible professional experience in education/literacy development programs including work with public school students, citizen groups, public and private service agencies, government programs, and the general public, including at least two (2) years in a supervisory or management capacity. Three (3) years of professional experience in public education issues, including in-depth knowledge of public-sector education policies and programs, is highly desirable. Fluency in Spanish or other non-English languages of the Hayward area is desirable.

EXPERIENCE AND EDUCATION (continued):

Education: Equivalent to a Bachelor's Degree from an accredited college or university with major coursework in Education, Public Administration, Social Services, Library Science or a closely related field. A Master's Degree is highly desirable.

Licenses and Certificates: Possess and maintain a valid California Class C Driver's License.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; to grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; walk, stand, crouch, reach, twist, turn, kneel, bend, squat, stoop and safely lift and move equipment and materials weighing up to 25 pounds; converse by telephone, by email, in person, and to small or large groups and be clearly understood; read and comprehend legal, technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner; and safely drive to various locations throughout the City and County to travel to fulfill assigned duties. Essential functions must be performed with or without reasonable accommodations.

PROBATIONARY PERIOD: One (1) Year

742CS15

February 2015

AAP GROUP: 2

FPPC STATUS: Non-Designated

FLSA STATUS: Exempt