



**SAN DIEGO COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE:           Communications Support Assistant**

**DEFINITION:**

Under general supervision, is responsible for the day-to-day operations of the Communications Unit; assists in the planning and execution of the functions and events of the Unit; provides support to the Chief Information Officer in administrative duties and office coordination; and edits and prepares complex and specialized bilingual and biliterate translations from Spanish to English or English to Spanish.

**REPRESENTATIVE DUTIES:**

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

**ESSENTIAL FUNCTIONS:**

Commits to honoring SDCOE's Mission, Core Values, Vision, Commitments, and Indicators of Student Success.

Acts as the initial unit contact; forwards issues, inquiries, and requests to the responsible staff person; coordinates communication between interdepartmental staff.

Assists callers and provides information seekers with guidance; ensures special requests are addressed; provides quality customer service.

Maintains and updates databases of key communication contacts; monitors and utilizes social media channels to support organization and departmental goals.

Prepares approved global emails for distribution to County Office staff; assists departments in the preparation and distribution of global messages as necessary.

Receives and monitors vital and confidential information regarding crisis situations regarding school-site emergencies and the media; assists the Chief Information Officer and staff in updating crisis information for internal and external contacts.

Explains rules, regulations, policies, and practices to County Office personnel and the public.

Oversees department budget and special budgets as assigned; monitors expenditures.

Orders supplies; issues purchase orders; prepares contracts and supporting information for approval.

Prepares accurate, concise, and grammatically and idiomatically correct written translations of materials, including brochures, guides, curricular materials, policies, forms, tests, minutes, correspondences, procedures, reports, etc. for the County Office.

Reviews, edits, and proofs complex materials translated into Spanish for accuracy, grammar, syntax, etc.

Serves as a resource to County Office staff regarding Spanish language usage.

**NON-ESSENTIAL FUNCTIONS:**

Perform other duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

General organization and services provided by public agencies, particularly in the area of education.

Media operations and procedures in the context of information dissemination.

Media contacts appropriate to news and feature stories.

The English and Spanish languages, including pronunciation, spelling, grammar, punctuation, vocabulary, and comprehension.

English and Spanish idiomatic expressions.

Record-keeping techniques.

County Office of Education organization, operations, policies, and objectives.

Interpersonal skills using tact, patience, and courtesy.

Modern office organization, practices, procedures, methods, and equipment.

Budget, payroll, and personnel procedures.

**ABILITY TO:**

Interpret, explain, and apply policies, procedures, laws, rules, and regulations pertaining to an assigned work unit.

Prepare and edit reports, bulletins, and other written materials.

Respond to sensitive matters using discretion and tact.

Assemble information in a creative, informative manner.

Communicate effectively, in oral and written form.

Organize work, set priorities, and exercise sound judgment within established policies and guidelines.

Work effectively independently and as part of a team with minimal direction.

Establish and maintain cooperative relationships with County Office staff, the public, media representatives, elected officials, and outside agencies.

Handle stressful situations in a calm and professional manner.

Maintain confidentiality of sensitive information.

Listen to English and speak in Spanish simultaneously.

Produce written material in appropriate, grammatically correct Spanish language.

Demonstrate attendance sufficient to complete the duties of the position as required.

**EDUCATION AND EXPERIENCE:**

A combination of education, training and experience that clearly demonstrates possession of the knowledge, and abilities stated above. A typical qualifying background would include: two years of clerical/office experience, including two years of written translation, composing, and editing materials in English and Spanish, and providing immediate oral interpretation during one-to-one and group situations, preferably in a school setting or public agency. Experience working with representatives of the media is highly desirable.

**WORKING CONDITIONS AND PHYSICAL ABILITIES:**

**WORKING CONDITIONS:**

Duties are typically performed in an office setting.

**PHYSICAL ABILITIES:**

Must be able to hear and speak to exchange information; see to perform assigned duties; sit and/or stand for extended periods of time; possess dexterity of hands and fingers to operate a computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lift light objects.

<b>Established</b>	<b>Approved by the Personnel Commission</b>	<b>Revised</b>	<b>FLSA Status</b>	<b>Job Code</b>	<b>Salary Grade</b>
09/2015	September 16, 2015		Non-Exempt		45