



PERSONNEL COMMISSION

Class Code: 5157
Salary Range: 27 (S1)

SUPERVISING RESEARCH OFFICE TECHNICIAN

JOB SUMMARY

Under general direction, plan, oversee and participate in providing varied and complex technical and clerical office support services to the Office of Research, Planning and Evaluation including the preparation, processing and gathering of information for a variety of District educational research reports; train and supervise the performance of assigned staff; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Plan, oversee and participate in providing varied and complex technical and clerical office support services to the Office of Research, Planning and Evaluation including the preparation, processing and gathering of information for a variety of District educational research reports in accordance with established procedures and timelines. **E**
- Oversee and organize technical and clerical office activities and flow of communications for the office; resolve issues as appropriate; maintain confidentiality of sensitive and privileged information. **E**
- Train and supervise the performance of assigned staff; assign, schedule and review the work of staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions. **E**
- Oversee the compilation of data from school sites, District offices and outside agencies for special reports and statistical analysis; collect, correct and analyze data; develop advanced queries on the assigned student information system to gather and extract data and to generate reports. **E**
- Compute descriptive statistical operations and tests such as frequencies, means, medians, standard deviations, on testing data and demographic data to complete reports for school personnel and state and federal agencies. **E**
- Plan, organize and participate in the pre-code and distribution of test and survey answer sheets; oversee the distribution and review of questionnaires, surveys and reports for accuracy and completeness. **E**
- Coordinate the submission of various federal, State and District reports; assure compliance with data collection time lines, data verification procedures and applicable laws and regulations. **E**

- Maintain office budgets and monitor and control expenditures in accordance with established limitations; initiate purchase requisitions and budget transfers; maintain petty cash fund. *E*
- Answer telephones and receive visitors; provide detailed and technical information concerning policies and procedures; develop and implement office procedures to assure smooth and efficient technical and clerical operations. *E*
- Compose a variety of materials independently or from oral direction including memoranda, requisitions, forms, letters, contracts, special projects and other materials. *E*
- Coordinate, schedule and attend a variety of meetings; compile information and prepare materials for meetings. *E*
- Maintain a variety of complex records, lists and files; administer payroll for the office including completion and submission of time sheets. *E*
- Monitor and maintain inventory levels of supplies and equipment; estimate and order appropriate amounts of supplies necessary for smooth office operations. *E*
- Oversee or participate in the receipt, sorting and distribution of office mail; oversee and participate in the preparation of bulk mailings. *E*
- Operate a variety of office equipment including a computer and assigned software; assist in resolving issues related to office and student data systems. *E*
- Participate in and coordinate various special projects for the office. *E*
- Attend and participate in a variety of in-service trainings, seminars and workshops.

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

A Supervising Research Office Technician plans, oversees and participates in providing varied and complex technical and clerical office support services to the Office of Research, Planning and Evaluation. Incumbents train and supervise technical and clerical support staff and seasonal testing staff, and are expected to exercise independent judgment and discretion to assure smooth and efficient office operations.

EMPLOYMENT STANDARDS

Knowledge of:

State, Federal and District requirements relating to reporting data and statistics.
Operation of a computer and assigned software applications such as Excel, or similar spreadsheet applications, including the student information software system.
District testing procedures, practices and the proper security of test materials.
Principles of supervision and training.
Basic budgeting practices regarding monitoring and control.
Record-keeping and report preparation techniques.

Modern office practices, procedures and equipment.
Interpersonal skills using tact, patience and courtesy.
Oral and written communication skills.
Mathematical computations, including general statistics and probabilities math.

Ability to:

Plan, oversee and participate in providing varied and complex technical and clerical office support services including test distribution, scoring, inventory, security and control.
Oversee and organize technical and clerical office activities and flow of communications.
Oversee the compilation of data from school sites, District offices and outside agencies for special reports and statistical analysis.
Develop queries to gather and extract data and to generate reports.
Coordinate the submission of various federal, State and District reports.
Train and supervise assigned staff.
Understand and resolve issues, complaints or problems.
Work independently with little direction.
Monitor and control expenditures.
Communicate effectively both orally and in writing.
Make mathematical and statistical computations with speed and accuracy.
Establish and maintain cooperative and effective working relationships with others.
Plan and organize work.
Prioritize and schedule work.
Operate a variety of office equipment including a computer and assigned software applications.
Complete work with many interruptions.

Education and Training:

Associate's degree with coursework in business, statistics, research design or a related field.

Experience:

Three years of experience performing testing, statistical computations and data compilation work in a social research or educational institution including some experience in a lead or supervisory capacity.

OR

One year of experience as a Senior Research Office Technician or two years of experience as a Research Office Technician with the Long Beach Unified School District.

Any other combination of training and experience that could likely provide the desired skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Positions in this class require the use of a personal automobile and possession of a valid California Class C driver's license.

SELF-CERTIFICATION OF TYPING/KEYBOARDING SKILLS:

This classification requires that incumbents be skilled in typing/keyboarding at a minimum of 35 words per minute. A typing test will not be given. Incumbents must certify in writing that they have such skills at the time of appointment to this class. Demonstrated proficiency will be expected during the probationary period for the class.

WORKING ENVIRONMENT

Office environment.
Driving a vehicle to conduct work.
Constant interruptions.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information in person or on the telephone.
Seeing to read a variety of materials.
Sitting for extended periods of time.
Lifting, carrying, pushing or pulling carts and boxes weighing approximately 25 pounds.
Bending at the waist, kneeling or crouching to retrieve files.
Reaching overhead, above the shoulders or horizontally to retrieve files.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six (6) months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.