OFFICE SUPERVISOR, WELCOME BACK PROGRAM
Community Education & Economic Development (A-83)

This is a temporary, specially funded position subject to a three-year renewal of funding.

OVERVIEW:

Under the general direction of the Director, Regional Health Occupations Resource Center, coordinates all aspects of the Welcome Back Program, international Health Care Program; provides referral services and screens prospective clients to receive one-on-one consulting, technical assistance; schedules training programs; organizes conferences and provides marketing and budget assistance; organizes data for reporting purposes and assists with preparation of reports.

EXAMPLES OF DUTIES:

- Coordinates collaborative ventures between health care delivery system and education institutions;
- Development and implementation of marketing plan;
- Organizes and manages workshops/retreats and advisory groups; expansion and supervision of off-site projects;
- Trains, and provides work direction to others as assigned; recommends new and revised procedures as appropriate for The California Endowment project;
- Supervises office staff;
- Collects and compiles statistical and financial data and other information for inclusion in special and periodic reports;
- Monitors budget expenditures and maintains records; track and coordinates purchases and payroll, keeping all accounts balanced;
- Reviews and proofs documentation, records and forms for accuracy, completeness and conformance to applicable rules and regulations;
- Communicates information in person or by telephone where judgement, knowledge and interpretations of policies and regulations are necessary;
- Operates a computer terminal for the preparation and maintenance of a variety of complex documents.
- Acts as a liaison between the Director, staff, public and other personnel.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Continuous improvement of philosophies and processes;
- Principles of supervision and project management;
- Health Care Licensing Board requirements;
- Medical terminology;
- Correct operations, procedures and methods of the health training office;
- Modern office practices, procedures and equipment;
- Record-keeping techniques;
- Correct English usage, grammar, spelling, punctuation and vocabulary;
- Interpersonal skills using tact, patience, and courtesy;
- Telephone techniques and etiquette;
- Oral and written communications skills;
- Computer literacy, e.g. Microsoft Office Suite, Word, Excel, Access;
- Web page design and update;
- Grant writing and research.
Office Supervisor, Welcome Back Program

Skills and Abilities:

- Develop a marketing plan;
- Conduct research and grant writing;
- Plan, coordinate, market and register students for training classes;
- Establish and maintain cooperative and effective working relationships with clients and consultants;
- Provide work direction and guidance to others;
- Work confidentially with discretion;
- Work with a variety of cultures and ethnic groups, understand special needs;
- Represent the College and the RHORC program in an effective public relations manner;
- Communicate effectively both oral and in written;
- Keep calendars, schedules of staff, manage and schedule meetings;
- Supervise office staff;
- Develop and maintain database of all California Health Care licenses and certificates including licensing requirements.
- Operate computer, word processing programs and other related software.

Education and Experience:

- Associate Degree or equivalent units or; 5 years management/supervisor experience; Experience in working in the Health Care field as a manager or supervisor. Bilingual English/ Spanish preferred.