

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;*
- *Organize and manage 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;*
- *Monitor budget expenditures and maintains records; track and coordinates purchases and payroll, keeping all accounts balanced;*
- *Reviews and proofs documents, 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.*