



T U L S A

PUBLIC SCHOOLS

Job Title: Director of Constituent and Student Services

Department: Office of the Superintendent

Reports To: Chief of Staff

Grade: EL-06

Number of Days: 12 Months

Security Access: All Buildings

Current Date: May 10, 2013

Overtime Status: Exempt

Job Objectives: Provide assistance to district constituents to resolve problems effectively and identify opportunities for systems improvement. Oversee support to schools and departments in the areas of crisis management, student discipline, student services, district policy and procedures, and parental and community concerns. Work under the direction of the Chief of Staff. Work in response to requests from the Deputy Supt. and the Chief Human Capital Officer, to investigate, resolve and document constituent or employee complaints and issues as they arise internally or from the community.

Minimum Qualifications:

- Oklahoma teaching certification
- Master's degree
- Administrative certification or related
- Minimum 5 years as building administrator or equivalent leadership experience

Responsibilities and Essential Functions: The following duties are representative of performance expectations. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.

- Develop and communicate well-defined points of access for constituent complaints and concerns.
- Investigate and resolve constituent complaints in a manner that contributes to a culture of customer service.
- Work with and provide guidance to principals and appropriate staff to effectively resolve and prevent constituent complaints.
- Make recommendations to the Cabinet on areas for improvement in practice and policy to improve constituent satisfaction.
- Develop and implement systems and procedures as needed to effectively track constituent complaints and conflicts.
- Facilitate the coordination of student support services, working across departments and organizational lines.
- Oversee and lead the student services staff, including counseling, discipline and other related services to support the work of the Deputy Superintendent.

- Oversee and lead the (Behavioral Response Plan) BRP process and the Discipline Review Committee (DRC) process.
- Provide support to schools and departments in the areas of crisis management, and district policy and procedures, at the request of the Chief of Staff, Deputy Superintendent or Chief Human Capital officer.
- Respond to inquiries from employees and constituents in an accurate, knowledgeable and efficient manner.
- Communicate weekly with the Chief of Staff, Deputy Superintendent, Chief Human Capital Officer and the Instructional Leadership Directors status of pending complaints and issues.
- Perform other duties as assigned.

Skills and Abilities Required: The following characteristics and physical skills are important for the successful performance of assigned duties.

- Thorough knowledge of district organization, policies and procedures as well as a working knowledge of Oklahoma school law and federal regulations.
- Ability to work cooperatively with other leadership personnel representing other departments and agencies both internal and external.
- Demonstrated successful experience in working well in diverse economic, multicultural and multi-lingual communities and environments; culturally-competent.
- Excellent written, verbal and listening skills; superior interpersonal skills.
- Demonstrated excellent public relations, leadership, facilitation, management, decision-making and collaboration skills.
- Demonstrated abilities related to strategic and tactical skills in thinking and problem solving; proven skills and experience in strategic planning, communicating a vision and goals to others and effectively implementing and monitoring action plans throughout an organization.
- Proficient user of all Microsoft applications.
- Requires considerable concentration and creativity.

Supervisory Responsibility:

- Student Services Coordinators (Elementary and Secondary).
- Safe Schools Coordinator

Working Conditions: Exposure to the following situations may range from remote to frequent based on circumstances and factors that may not be predictable.

- Subject to stress caused by a changing environment, diversity in organization, tight deadlines and heavy workload
- Frequent use of electronic mail.
- Accidents improbable outside of minor injuries, such as cuts, scrapes, or bruises.
- No exposure to chemical or health hazards.
- Primarily require working indoors in environmentally controlled conditions.
- Be able to sit for long periods of time without a break.
- Normal effort or occasional periods of light physical activity.
- Required to work at a very fast pace with little direction and able to develop specific goals and plans to prioritize, organize, and accomplish key tasks.

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race, color, religion, gender, national origin, age, sexual orientation, or disability. This job description summary does not imply that these are the only duties to be performed. This job description is subject to change in response to funding variables, emerging technologies, improved operating procedures, productivity factors, and unforeseen events.