



Job Title: Executive Administrative Assistant, Constituent and Student Services

Department: Constituent and Student Services
Reports To: Director of Constituent and Student Services
Grade: CA-15
Number of Days: 12 Months
Security Access: ESC
Current Date: June 18, 2015
Overtime Status: Non-Exempt

Position Summary: Investigate, resolve and document constituent or employee complaints and issues as they arise internally or from the community. Assist in developing and communicating well-defined points of access for constituent complaints and concerns. Assist in investigating and resolving constituent complaints in a manner that contributes to a culture of customer service.

Minimum Qualifications:

- High School Diploma

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.

- Take patron and/or parent complaints/concerns via phone, in person and email.
- Forward complaint/concern to the appropriate principal or department for resolution.
- Type weekly log of all calls regarding complaints and or concerns with resolution.
- Answer information questions regarding Tulsa Public Schools.
- Schedule ban appeals as needed
- Order supplies as needed.
- Maintain budget for office.
- Type board agenda items as needed.

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

- Must be professional and courteous.
- Demonstrate excellent public relations, leadership facilitation, management making decisions and collaboration skills.
- Excellent written, verbal and listening skills.
- Thorough knowledge of district organization, policies and procedures.

Supervisory Responsibility:

- None

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

- Generally good working conditions.
- Little to no exposure to harm or danger.
- Everyday risks require normal safety precautions.

Tulsa Public Schools is an equal opportunity employer and does not discriminate against persons because of age, race, color, creed, religion, disability, gender, ethnic or national origin, or veteran status. Tulsa Public Schools prohibits discrimination against individuals with disabilities and will reasonably accommodate applicants with a disability, upon request, and will also ensure reasonable accommodation for employees with disabilities.