

**SACRAMENTO CITY UNIFIED SCHOOL DISTRICT
Position Description**

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| TITLE: | Director, Constituent Services | CLASSIFICATION: | Non-Represented Management, Classified |
| SERIES: | Director II | FLSA: | Exempt |
| JOB CLASS CODE: | 9816 | WORK YEAR | 12 Months |
| DEPARTMENT: | Office of Deputy Superintendent | SALARY: | Range 17 Salary Schedule A |
| REPORTS TO: | Deputy Superintendent | HR APPROVAL: | 11-30-2021 |
| | | CABINET APPROVAL: | 11-30-2021 |

BASIC FUNCTION:

The Director of Constituent Services is accountable for improving student achievement for all students through the effective management of assigned area; create and mediate a culture of responsibility, trust and cooperation between district staff, families and school personnel in the development of appropriate education programs for all students including students served through Special Education, English Learner and other special programs; work with families to provide a variety of high quality services, including client advocacy, crises support, case management, information and referral; facilitate, coordinate, and expedite services to constituents in accordance with all state laws, Board Policies/Administrative Regulations to provide timely delivery of high quality services; keep the Superintendent and the Board informed of constituents' concerns and the status of each issues to ensure timely recommendations or solutions.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below [E]. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principle job elements.)

Oversee constituent services by providing excellent customer service through positive relationships with District personnel, representatives from external organizations and others; respond to phone calls, emails, letters, and other communication. **E**

Work independently and collaboratively to create and mediate a culture of responsibility, trust, and cooperation between district staff, families, and community leaders in support of students learning at grade level and beyond to achieve their personal best. **E**

Participate in the development of goals and objectives for assigned area(s) in support of educating students at a high level to achieve their personal best; make recommendations for changes and improvements; implement approved changes and monitor work activities to ensure compliance with in established guidelines. **E**

Respond to requests for public information; provide expedient, efficient, and concise responses to requests for information orally and in writing; and complete and provide quarterly written reports to the superintendent and the Board regarding constituent services requests. **E**

Coordinate, update, and remain informed on established and potential District policies, bylaws and procedures as outlined by law, best practices, and potential legislation; serve as a liaison between District administrators, staff, and constituents. **E**

Develop, implement, and refine systems for improving request response time; log, distribute, record and assist with responses to Uniform Complaints and complaints against District personnel. **E**

Monitor legislative and judicial decisions related to parent's and student's rights, and inform the Superintendent, Senior Staff, and site administrators. **E**

Assist in the investigation, development, implementation, and maintenance of departmental information systems; ensure that necessary reports are prepared, including reports for state and federal compliance purposes; monitor and assist with monitoring compliance issues; maintain currency on rules, regulations, district policies, and other requirements for compliance; ensure records are maintained in accordance with legal mandates. **E**

Act as liaison to District staff, responding to routine legal questions; prepare and provide training to staff and family groups, organizations, and advisory committees related to the complaints, Board policies, legal rulings and constituent services to ensure consistency across all areas. **E**

Collaborate with District leadership, family groups, advisory committees and other District staff on issues and problems related to assigned area; counsel and provide recommendations as necessary; resolve issues and conflicts, and exchange information; model district standards of ethics and professionalism. **E**

Prepare, contribute to, and present reports, bulletins, presentations, and other necessary correspondence; attend external meetings directed by the Board of Education. **E**

Research complex questions and provide related information to attorneys and administration; communicate with legal counsel regarding new or revised court rules and procedures. **E**

Prepare and maintain a variety of narrative, analytical, and statistical reports. **E**

Transmit confidential and controversial information as appropriate. **E**

Provide a positive climate of interaction and communication between school staff, families, and the community. **E**

Oversee constituent services by providing excellent customer service through positive relationships with District personnel, representatives from external organizations and others; respond to phone calls, emails, letters, and other communication. **E**

Assist in the preparation and development of the department's annual budget; analyze and review budgetary and financial data; and monitor and authorize expenditures in accordance with established guidelines. **E**

Provide system oversight of the Ombudsperson and other District personnel; supervise and evaluate the performance of assigned staff on a regular basis and provide clear, constructive feedback to improve staff effectiveness; interview and select highly qualified employees and recommend transfers, reassignment, termination and disciplinary actions; and plan, coordinate and arrange for appropriate training of staff in support of professional learning. **E**

Attend workshops, meetings and other gatherings related to assigned area to obtain up-to-date information to assist in providing efficient services to students, families, and sites; prepare and provide clear direction to families and personnel to ensure comprehension of procedures and processes. **E**

Promote teamwork by sharing knowledge, cooperating with others, participating in meetings and work groups, and support the goals and objectives of the District. **E**

Perform other related duties as assigned. **E**

EDUCATION AND EXPERIENCE:

Bachelor's degree with a major in education, public, or business administration, or a related field, and four years of increasingly responsible management experience involving experience in working with constituents.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license; provide personal automobile and proof of insurance.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

- Public Schools and their structure
- Urban school districts and diverse student populations
- Planning and organization of sensitive information.
- Principles and practices of administration, supervision and training.
- Interpersonal skills using tact, patience and courtesy.
- Labor Relations law and employee contracts.
- Operation of a computer to enter data, maintain records and generate reports.
- Technical aspect of field of specialty.
- District organization, operations, policies, objectives and goals.
- Effective oral and written communication skills and the ability to conduct policy analysis.
- Analytical and problem solving abilities.
- Research methods and report writing techniques.
- Applicable state and federal laws, codes, regulations, policies, and procedures.
- Board Policies and Procedures, California Education Codes, and California Code of Regulations.
- Evaluation approaches, strategies, and techniques.

ABILITY TO:

- Communicate, understand and follow both oral and written directions.
- Interpret, comprehend, apply and explain rules, regulations, policies and procedures.
- Analyze situations accurately and adopt an effective course of action.
- Plan, prioritize and organize work to meet schedules and time lines.
- Work independently with little direction and many interruptions.
- Establish and maintain productive working relationships with a diverse range of people.
- Supervise, train and evaluate the performance of assigned staff.
- Maintain current knowledge of trends in the assigned field.
- Multitask and perform in a fast paced, critical environment.
- Commit to productivity and learn new skills.
- Make presentations and deliver in-services in area of specialty.
- Provide support to leaders, directors, coordinators, and staff in support of District goals and initiatives.
- Learn new or updated computer systems and/or software programs to apply to current work.
- Prepare comprehensive narrative and statistical reports.
- Negotiate skillfully in difficult situations and create solutions to promote compromise.
- Demonstrate loyalty and high ethical standards.
- Focus and appropriately allocate resources toward identified goals.
- Manage change and design an effective system of reporting progress and monitoring results.
- Think outside the box and develop new methods or solutions inspiring others to reach a common goal.
- Communicate using patience and courtesy in a manner that reflects positively on the organization.
- Actively participate in meeting District goals and outcomes.
- Apply integrity and trust and confidentiality if necessary, in all situations.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment, fast-paced work: constant interruptions; driving a vehicle to conduct work; and contact with dissatisfied individuals.

SAMPLE PHYSICAL ABILITIES:

Hear and speak to make presentations, and exchange information in person and on the telephone; dexterity of hands and fingers to operate a computer keyboard; see to read, prepare documents and reports, and view a computer monitor; sit or stand for extended periods of time; bend at the waist, reach overhead, above the shoulders, and horizontally to retrieve and store files; and lift light objects.

HEALTH BENEFITS: District pays a portion of the employee's health benefits through District-offered plans.