

FRESNO UNIFIED SCHOOL DISTRICT
Position Description

TITLE:	Executive Director, Constituent Services	REPORTS TO:	Superintendent
DEPARTMENT:	Office of the Superintendent	CLASSIFICATION:	Management
FLSA:	Exempt	WORK YEAR:	Varies
BOARD APPROVAL:	July 28, 2010	SALARY:	E-29/Management Salary Schedule

(Former Classification: Administrator, Constituent Services)

BASIC FUNCTION:

Accountable for improving student achievement for all students with special attention on English Learners and Special Education Students through the effective management of assigned area; facilitate, coordinate, and expedite services to constituents in accordance with all state laws and 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; serve as liaison for the Board of Education; supervise and evaluate the performance of assigned personnel and provide clear, constructive feedback to improve staff effectiveness.

REPRESENTATIVE DUTIES: (Persons employed in this position 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 principal job elements.)

Organize, monitor, and ensure the Board office is responsive both to the requests from individual Board members for information and requests from constituents to individual Board members or the Board in a timely manner to meet the needs of the individual/groups requesting the information. *E*

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

Perform a variety of timely administrative responsibilities for the Board of Education such as scheduling meetings with constituents, provide information, prepare reports, and coordinate with other district offices for Board events. *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*

Participate in the development of goals and objectives for assigned programs or activities 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*

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. *E*

Provide system oversight of the Board office, the Ombudsperson and other district personnel in the office. *E*

Serve as custodian of Board Policies and Administrative Regulation; supervise updates, conduct searches and research topics related to Board Policies/Administrative Regulations to ensure conformity. *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*

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

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; plan, coordinate and arrange for appropriate training of staff in support of professional learning. *E*

Perform other related duties as assigned.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: advanced degree and four years increasingly responsible management experience involving experience in working with constituents.

LICENSES AND OTHER REQUIREMENTS:

Valid California Drivers License.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Planning and organization of sensitive information
- Applicable sections of the Education Code and other laws, regulations, policies and procedures.
- Oral and written communication skills.
- 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.

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 in all situations.

WORKING CONDITIONS:

ENVIRONMENT:

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

PHYSICAL ABILITIES:

With reasonable accommodations, if necessary, dexterity to operate a computer and other office equipment, seeing to view monitors, hearing and speaking to exchange information and make presentations, lifting moderately heavy objects: sitting or standing for extended periods of time; reaching overhead, above the shoulders and horizontally, kneeling, crouching or bending at the waist to retrieve or store files.

Fresno Unified School District is an Equal Opportunity Employer and reasonable accommodations are made under the American with Disabilities Act as required by law.

E= Essential Functions