

STOCKTON UNIFIED SCHOOL DISTRICT

DIRECTOR OF CONSTITUENT SERVICES

DEFINITION

Responsible for supervising, directing and conducting District wide investigations, facilitation and resolutions to complaints filed by constituents which include employees, parents, students, and members of the community in coordination with other District Departments (including Human Resources Department). The incumbent in this position may be required to review various District programs for effectiveness in order to coordinate and expedite services to constituents in accordance with Federal, State, and local laws, regulate, Board Policies and Administrative Regulations to provide timely delivery of high quality services. Timely updates and information regarding constituents' concerns and the status of each issue to ensure timely recommendations or solutions.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Superintendent and or designee and exercises general supervision as assigned.

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.)

Provide system oversight of the Constituent Services office and other district personnel in the office. (E)

Facilitate a process for resolution of constituent concerns prior to such concerns reaching the formal complaint process or the Uniform Complaint by monitoring an investigative procedure, either internal or external. (E)

Facilitate, process, organize, monitor, investigate and address uniform complaints and constituent concerns filed by constituents to resolution and in compliance with applicable District policies, state and federal laws in a timely manner. (E)

Act as liaison to district staff, responding to routine legal questions pertaining to constituent complaints; 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)

Monitor relative procedures and compliance policies to determine effectiveness by compiling statistical data for review in order to analyze complaints, investigation procedures, and administrative offices practices to help mitigate complaints. (E)

Develop, implement and refine systems for improving the management of complaints and timely responses; log, distribute, record and assist with responses to Uniform Complaints and complaints against district personnel. (E)

Communicate and disseminate information regarding various complaints and related issues to District departments/sites and others; assists departmental/site representatives in the review and development of effective methods to comply with relevant Board policies, laws and regulations. (E)

Work collaboratively in the development, implementation, and administration of effective non-discrimination programs and practices with District departmental/site representatives. (E)

Work in collaboration with other District level personnel in the development, implementation, and coordination of employee training programs for District personnel as it relates to procedures related to student, parental, community concerns and Federal, State, and local law compliance matters. (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)

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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)*

Support constituents including parents, students, District personnel, community members in navigating the systems of the District. *(E)*

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

Evaluate and whenever appropriate engage outside investigators and/or outside counsel to investigate and/or resolve complaints. *(E)*

Supervise and evaluate the performance of assigned staff on a regular basis and provide clear, constructive feedback to improve staff effectiveness; interview employees and refer employee behavior issues to Human Resources to determine disciplinary actions; plan, coordinate and arrange for appropriate training of staff in support of professional learning. *(E)*

Remain current on changes to related laws, regulations and as they relate to educational compliance. *(E)*

Perform related duties as assigned.

QUALIFICATION

Knowledge of:

- Planning and organization of sensitive information.
- Applicable sections of the Education Code and other laws, regulations, rules, regulations, policies, judicial decisions and procedures affecting the provision of services in all educational support program areas.
- 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.
- Public information principles and techniques
- Principles of supervision, training and program administration
- Principles and practices of education administration
- Employer/employee relations and collective bargaining agreements
- Oral and written communication skills

Ability to:

- Plan, organize, develop and coordinate the activities of a broad range of educational support programs
- Ensure that the educational support programs and activities are carried out in compliance with state and federal requirements
- Communicate using patience and courtesy in a manner that reflects positively on the organization
- Serve as a liaison with a variety of community and governmental organizations
- Conduct a comprehensive public relations program
- Provide effective supervision, training and career development for assigned staff
- Prepare comprehensive oral and written reports
- Make presentations and deliver in-services in the area of specialty
- Provide support to leaders, directors, administrators, coordinators, and staff in support of district goals and initiatives to improve constituent services
- Negotiate skillfully in difficult situations and create solutions to promote compromise and resolution

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- Manage change and design an effective system of reporting progress and monitoring results
- Make effective public presentations of program information
- Physical capability sufficient to perform job tasks
- Establish and maintain productive working relationships with a diverse range of people and organizations to benefit District and community
- 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.
- Supervise, train and evaluate the performance of assigned staff.
- Multitask and perform in a fast paced, critical environment Commit to productivity and learn new skills

Education and Experience:

Any combination of education, training and experience equivalent to:

- Graduation from an accredited four-year college or university with a major in one of the social sciences or humanities, business or public administration, school administration or closely related field
- Master of Arts degree is preferred
- Three (3) years of professional or administrative experience in a public agency, which included substantial responsibility for administering public programs, conducting investigations, and reviewing programs for regulatory compliance
- Preferred second language proficient

License and Other Requirements:

- A valid California Teaching Credential and Administrative Services Credential (preferred)
- Possession of a valid California Driver's License and evidence of insurance.
- Valid First Aid and CPR certificates must be obtained within sixty (60) days from date of hire.

Physical Demands:

Employees in this position must have/be able to:

- See to view a computer monitor and read a variety of materials
- See, hear and speak with/without assistive devices sufficient to communicate effectively with others
- Dexterity of hands and fingers to operate a computer keyboard
- Bend at the waist
- Lift and/or carry up to 25 lbs at waist height for short distances
- Push/pull up to 40 lbs for short distances
- Reach overhead, above the shoulders and horizontally.

Salary Placement:

Management Team Salary Schedule

Tier 7, Range 1

12-month work year

Board Approved: 6/15/2021