

SACRAMENTO CITY UNIFIED SCHOOL DISTRICT
Position Description

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.

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**

Mo

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, d <0078>T2.6(1)-2.6(aw)17d <006(c)-1.u5 la/MCID 50 >>BDC2otat bl

Director,