POSITION TITLE: School Support Officer
CONTRACT LENGTH: 12M
DATE: 04/30/09
DATE OF LAST REVISION: 02/13/18
JOB CODE: AC0835
PAY GRADE: 34
FLSA EXEMPTION STATUS: E

Job Family – Academics

JOB SUMMARY
Coaches and mentors principals to implement the district’s positioning statement to provide a safe school, a consistent education, and a rigorous education.
School Support Officers should be able to step into an Area Superintendent’s role.

MAJOR DUTIES & RESPONSIBILITIES
List most important duties first

1. Manages programs which
   - Improve math
   - Improve reading
   - Reduce retentions and dropouts and increase graduates
   - Improve safety.

2. Improves satisfaction of parents, students, teachers, and principals.

3. Develops position statements regarding population to be served and resource alignment of budget, staff, and time.

4. Increases the number of effective teachers.

5. Ensures compliance of assigned schools with all pertinent federal and state regulations and requirements related to various data and operational regulations.

6. Performs other job-related duties as assigned.
Houston Independent School District  
Job Description

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<th>EDUCATION</th>
<th>Master’s degree from an accredited college or university in education or related field.</th>
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| WORK EXPERIENCE | Five years of successful experience as a principal or in another related position.  
Thorough knowledge of board policy and procedures; working knowledge of federal and state laws, regulations, policies, and procedures.  
Experience as a coach and mentor of others in leadership positions. |
| TYPE OF SKILL AND/OR REQUIRED LICENSING/CERTIFICATION | School Administrator Certification, TEA Certification  
SAP, Microsoft Office, Chancery |
| LEADERSHIP RESPONSIBILITIES | Directs two or more levels of management in the development, deployment and ongoing management of key initiatives covering multiple major disciplines with direct accountability for results in terms of effectiveness, costs, methods, and employees. Establishes operational objectives and assignments for multiple disciplines/functional areas and possibly departments. Evaluates recommendations of others, deciding on course of action in ambiguous situations, and oversees the deployment of innovative solutions. Collaborates with senior leadership to develop strategies and broad departmental objectives; establishes methods, techniques and evaluation criteria for projects, programs and people in the achievement of strategic objectives.  
Directly supervises principals and indirectly supervises all teachers in the feeder-pattern(s).  
Full management responsibilities for multiple schools including all aspects of line responsibility. |
| WORK COMPLEXITY/INDEPENDENT JUDGMENT | Work is non-standardized and widely varied, involving many complex and significant variables including significant time spent planning, evaluating complex solutions and issues, and negotiating outcomes. Strong analytic ability and inductive thinking are frequently required to devise new approaches to situations where previously accepted solutions have proven inadequate. Position regularly makes recommendations to management on areas of significance to the division. Supervision received typically consists of providing periodic coaching, advice and feedback. |
| BUDGET AUTHORITY | Participates in a group plan and/or budget development. |
| PROBLEM SOLVING | Decisions are made with greater freedom and discretion, including recommendations that are subject to approval on matters that may affect multiple departments across HISD. Job is frequently expected to recommend new solutions to problems, to improve existing methods/procedures/services and generate new ideas. May also review decisions made by other individuals on more routine matters. |
| IMPACT OF DECISIONS | Decisions have moderate impact to the facility/department or division, causing increased satisfaction or dissatisfaction; producing efficiencies or delays; promoting or inhibiting personal intellectual or professional development; and/or contributing to financial gain or expense. Errors may be serious, usually not subject to direct verification or check, causing losses such as improper cost calculations, overpayment or improper utilization of labor, materials or equipment. Effect usually confined to the organization itself and is short term. |
| COMMUNICATION/INTERACTIONS | Negotiate and influence - interprets department strategies and services, resolves conflicts, influences outcomes on matters of significance for the division, conducts final negotiations and coordinates approvals/decision making below the executive level. Interactions are typically with customers and Top Management. |
| CUSTOMER RELATIONSHIPS | Leads others in the resolution of highly sensitive and confidential issues on behalf of the department. Acts as a trusted advisor, and becomes involved in the customer's decision making process including presenting alternatives and information and applying persuasion and negotiation skills in the resolution of problems. Monitors customer service standards. |
| WORKING/ENVIRONMENTAL CONDITIONS | Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements. Ability to carry and/or lift less than 45 pounds. |