POSITION TITLE: Parent/Community Liaison

CONTRACT LENGTH: 12M

DATE: 3/11/10

DATE OF LAST REVISION: 11/28/16

JOB CODE: AC0885

PAY GRADE: 24

FLSA EXEMPTION STATUS: NE

Job Family - Academics

JOB SUMMARY
Under general supervision, monitors and addresses issues and concerns from parents and/or community members. Resolves parent and community issues and communicates results to enhance the impact of the educational welfare of students and build parental/community trust in public education.

MAJOR DUTIES & RESPONSIBILITIES

<table>
<thead>
<tr>
<th>List most important duties first</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Works with School Improvement Officer and Chief School Officer to resolve parental and community complaints.</td>
</tr>
<tr>
<td>2. Researches local, state, and federal policies and procedures and investigate issues, related to parental and community complaints to convey to appropriate district personnel.</td>
</tr>
<tr>
<td>3. Compiles and organizes data to forecast trends to support administrators in making appropriate data driven decisions regarding parent and community relations.</td>
</tr>
<tr>
<td>4. In collaboration with the School Improvement Officers and the Chief School Officer, creates and implements programs to promote and increase parental and community engagement in schools.</td>
</tr>
<tr>
<td>5. Performs other job-related duties as assigned.</td>
</tr>
<tr>
<td><strong>EDUCATION</strong></td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>Some college or additional equivalent experience.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>WORK EXPERIENCE</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>5 to 7 years</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>TYPE OF SKILL AND/OR REQUIRED LICENSING/CERTIFICATION</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Office, Chancery</td>
<td></td>
</tr>
<tr>
<td>Office equipment (e.g., computer, copier)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>LEADERSHIP RESPONSIBILITIES</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice and training to staff.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>WORK COMPLEXITY/INDEPENDENT JUDGMENT</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Work involves the application of moderately complex procedures and tasks that are quite varied. Independent judgment is often required to select and apply the most appropriate of available resources. Ongoing supervision is provided on an &quot;as needed&quot; basis.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>BUDGET AUTHORITY</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Compiles and organizes data and figures.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>PROBLEM SOLVING</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Decisions are made on both routine and non-routine matters with some latitude, but are still subject to approval. Job is occasionally expected to recommend new solutions to problems and improve existing methods or generate new ideas.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>IMPACT OF DECISIONS</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Decisions have minor, small and possibly incremental impact on the department or facility. Errors are usually discovered in succeeding operations where most of the work is verified or checked and is normally confined to a single department or phase of the organizational activities resulting in brief inconvenience.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>COMMUNICATION/INTERACTIONS</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Collaborate and solve problems – works with others to resolve problems, clarify or interpret complex information/policies, and provide initial screening/negotiations without approval authority. Interactions are typically with customers, senior level professional staff, and managers.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>CUSTOMER RELATIONSHIPS</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Takes routine or required customer actions to meet customer needs. Responds promptly and accurately to customer complaints, inquiries and requests for information and coordinates appropriate follow-up. May handle escalated issues passed on from coworkers or subordinates.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>WORKING/ENVIRONMENTAL CONDITIONS</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>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 15 pounds.</td>
<td></td>
</tr>
</tbody>
</table>