Position Title: Director, School Office  
Contract Length: 12M  
Date: 07/26/2011  
Date of Last Revision: 07/07/15  
Job Code: AC0980  
Pay Grade: 33  
FLSA Exemption Status: E  
Job Family – Academics

Job Summary
Assists the Chief School Officer (CSO) with critical events/issues and strategic initiatives as well as develops and manages projects with school governance and organizational impact. Provides support for educational programs and community relations. Monitors, assesses, and interacts with campus principals and other assigned staff.

This position works with the Chief School Officer to ensure that school-based initiatives align with the overall district goals and strategic direction. Regularly mitigates risks and handles issues with diverse impact that reach the Chief School Officer’s desk. May act as the point of contact for other HISD management or external contracts on issues to be directed to the Chief School Officer.

Major Duties & Responsibilities

1. Works with CSO, School Support Officers (SSOs) and cross-functional teams on critical issues and plans. Develops and implements strategic projects. Monitors and tracks ongoing progress and collaborates with internal and external resources. Utilizes strong management practices to ensure that critical issues and projects are handled in a timely and efficient manner.

2. Works with CSO and SSOs to “funnel” internal and external inquiries and issues to the “right” area within the District. Addresses concerns and complaints received by the District Office and communicates with appropriate personnel regarding issues and resolutions.

3. Assists school-based leadership with the planning and implementation of the School Improvement Plans (SIPs), including training for shared decision-making practices, conflict resolution, and parent and community participation.

4. Works with CSO and SSOs to ensure that appropriate systems and processes are in place to build internal capacity for ongoing sustainability and success. Responsible for establishing and maintaining the routine reporting and statistical analyses that provide meaningful information to the organization. Leverages HISD systems to obtain the information needed to make the most appropriate strategic decisions for the organization.

5. Assists schools in accessing available instructional, supervisory, and facilities management resources including preparing and monitoring of budgetary allocations for schools and staffing reports.

6. Delivers regular status briefings and leads in the development of related reports, presentations, and publications. Works with appropriate HISD staff to respond to both internal and external audiences regarding critical issues and strategic projects. Assists in the development and execution of strategic communication plans.

7. Monitors and supports budgetary needs of CSO area. These duties include facilitation and data analytics. Participates in annual budget process and educates staff on proper protocol with regard to processes that involve Budget/Finance.

8. Works with CSO, SSOs, and Academic Leadership team to implement, monitor, and maintain appropriate compliance measures.

9. Represents CSO as needed when business is discussed that has an impact on the entire school office.

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

| EDUCATION       | Bachelor's degree from an accredited college or university in education or related field required.  
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Master's degree preferred.</td>
</tr>
</tbody>
</table>
| WORK EXPERIENCE | 7 years successful experience in education.  
|                 | Thorough knowledge of HISD Board policy and procedures.  
|                 | Working knowledge of federal, State Board of Education, and Texas Education Agency policies and procedures. |
| TYPE OF SKILL AND/OR REQUIRED LICENSING/CERTIFICATION | TEA Certification preferred  
|               | Microsoft Office  
|               | Knowledge of a networking environment and technology issues  
|               | PeopleSoft, SAP, Microsoft Office  
|               | Office equipment (e.g., computer, copier)  
|               | Business Consulting, Project Management  
| LEADERSHIP RESPONSIBILITIES | No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice and training to staff.  
| WORK COMPLEXITY/INDEPENDENT JUDGMENT | Work is substantially complex, varied and regularly requires the selection and application of technical and detailed guidelines. Independent judgment is required to identify, select, and apply the most appropriate methods as well as interpret precedent. Position regularly makes recommendations to management on areas of significance to the department. Supervision received typically consists of providing direction on the more complex projects and new job duties and priorities.  
| BUDGET AUTHORITY | Compiles and organizes data and figures.  
| PROBLEM SOLVING  | 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.  
| IMPACT OF DECISIONS | 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.  
| COMMUNICATION/INTERACTIONS | Collaborates and solves 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 parents, school officials, managers, SIOs, and senior level professional staff.  
| CUSTOMER RELATIONSHIPS | Regularly assesses and diffuses complex and escalated issues. Takes personal responsibility and accountability for solving systemic customer service problems. Regularly explores alternative and creative solutions to meeting the needs of the customer within HISD’s policies and guidelines.  
| 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 15 pounds.  