



## DIRECTOR, STUDENT SUPPORT SERVICES

Rev. May 2026

**Job No.:** 2706

**Reports to:** Senior Executive Director, Student Support

**Dept./Campus:** Student Support Services

**FLSA Status:** Exempt

**Pay Grade:** 207

**Term:** 226 Days

### PRIMARY PURPOSE:

To provide administrative leadership and support to campus administration and schools. The position provides leadership oversight, support, and coaching for areas including student services, transfers, and attendance.

### ADMINISTRATOR COMPETENCIES

- **Creative Visionary** who passionately focuses on effecting change and can merge data and fact with intuition, imagination, and innovation to realize the possibilities rather than be content with the probabilities.
- **Dedicated Professional** who creates a supportive environment by modeling and expecting autonomy and accountability; who exemplifies ethics; who accepts and values the differences of others, exhibits empathy, and who has a sense of human wisdom, courage, and compassion.
- **Inspiring Catalyst** who motivates and empowers others to become leaders and risk-takers, and who acknowledges expertise, celebrates successes, and honors the lives of others.
- **Life-long Learner** who perpetuates self-motivated learning, and effectively drives transformation with continuous monitoring, evaluating, and adjusting.

### MAJOR RESPONSIBILITIES AND DUTIES

- Assist in establishing and managing improvement efforts of Student Support Services.
- Provide leadership and support for campuses for student behavior and discipline, attendance, behavioral threat assessment, investigations, drug dogs, Title IX, etc.
- Work with parents, campus administrators, and district administrators to resolve student complaints and follow-up as needed.
- Provide leadership to balance consistency with flexibility in areas of responsibility.
- Inform and collaborate with In-House Counsel.
- Support the implementation of policies established by federal and state law, State Board of Education, and local board policy for area of responsibility.
- Oversee the student transfer process.
- Develop training and procedures in areas of responsibility to ensure exemplary operations.
- Facilitate or perform assignments from the Superintendent and/or Board of Trustees.
- Oversee the updating of the Parent/Student Handbook and Student Code of Conduct/Dress Code
- Lead professional development in all areas of student management.
- Collaborate with other district departments to provide support for areas of responsibility.
- Provide feedback and support for LEO programs.
- Supervise and evaluate the performance of student support staff.
- Attend Board meetings as needed.
- Available to receive and respond to calls 24/7.
- Demonstrate regular and prompt attendance.
- Perform other duties as assigned.

**SUPERVISORY RESPONSIBILITIES**

- Supervise Student Engagement Specialists, Registrar Specialists.

**GENERAL QUALIFICATION GUIDELINES**

**Education/Certification/Experience:**

- Bachelor's degree in education or related field. Master's degree preferred.
- Texas mid-management certificate preferred.
- Progressively responsible experience in student support services or related areas.
- Supervisory experience is required. Campus administrator experience preferred.

**Knowledge/Skills/Abilities:**

- Knowledge of federal and state laws regarding areas of responsibility.
- Knowledge of the legal expectations as they pertain to student management.
- Skill in computer applications (Word, Excel, and Outlook); organizational and communication.
- Ability to understand the needs of students; communicate with all parents and administrators; interpret policy, procedures, and data.

**Mental/Physical/Environmental Demands**

*The essential functions, pursuant to the Americans with Disabilities Act, may include the characteristic duties, responsibilities, knowledge, skills, and abilities noted herein; however, this is not a comprehensive listing of all functions and tasks performed by positions found in this job description.*

- Often operates a computer and other office productivity machinery (i.e., a calculator, copy machine, and computer printer).
- Needs to occasionally move about inside the office to access file cabinets, office machinery, etc.
- Frequently communicates with other employees or public. Must be able to exchange accurate information.
- Ability to understand opposing points of view on highly complex issues and to negotiate and integrate different viewpoints.
- Ability to organize and prioritize work schedules of others on long-term basis.
- Ability to make decisions which have significant impact on the department's credibility, operations and services.
- Ability to compose material such as detailed reports, work-related manuals, publications of limited scope or impact and to make presentations outside of the immediate work area.
- Ability to formulate complex and comprehensive materials such as legal documents, authoritative reports, official publications of major scope and impact and to make formal presentations.
- Ability to compute, analyze, and interpret complex statistical data and/or to develop forecasts and computer models.
- Prolonged sitting; occasional bending/stooping, pushing/pulling, and twisting.
- Repetitive hand motions including frequent keyboarding and use of mouse; occasional reaching.
- Occasional light lifting and carrying (less than 15 pounds).
- May work prolonged or irregular hours.
- Frequent districtwide, statewide, and out-of-state travel.
- Work with frequent interruptions.
- Maintain composure and professionalism at all times.