



COORDINATOR, PARENT AND STAKEHOLDER SERVICES

GENERAL RESPONSIBILITIES

Under the leadership of the Chief Schools Officer and in collaboration with the Senior Executive Directors and Directors in the Department of School Leadership (DOSL), the position is responsible for facilitating positive relationships between Virginia Beach City Public Schools and the community at large by providing assistance to the public with concerns related to school site and school division issues via direct contact, the Superintendent's Office, Board Members, or *Ask the Superintendent*.

ESSENTIAL TASKS

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Serve as consultant to school administrators regarding issues related to interpretation of school board policy and school system practices related to students, parents, and the community.
- Receive and respond to inquiries and concerns from the public and/or the community.
- Meet with parents and community stakeholders and travel to schools as needed, to address inquiries and concerns.
- Assist parents and community stakeholders with inquiries and concerns; devise an appropriate course of action for resolution; inform the Chief Schools Officer and the appropriate administrator of such matters.
- Collaborate with the DOSL Senior Executive Directors, Directors and the Director of Student Leadership to ensure consistent communication on parental and stakeholder matters.
- Coordinate and develop effective communication strategies to enhance awareness for parents and stakeholders on school matters.
- Support investigations and conduct analyses regarding issue resolution.
- Acts as an informal mediator, when appropriate, to resolve complaints.
- Proactively address issues that may result in misunderstanding or conflict.
- Apprise the Chief Schools Officer and the appropriate administrative level of issues related to the successful operation of schools.
- Address complaints from the Office of Civil Rights (OCR) and Title IX federal complaint investigations and provide written report.
- Periodically review cases to provide suggested changes to regulations and/or administrative procedures with the Chief Schools Officer.
- Maintain confidential records, databases and reports regarding inquiries, concerns and correspondence, along with follow-up actions.
- Provide reports and statistical data on constituent services activities; handle incoming inquiries, concerns and correspondence regarding actions taken.
- Serve on the research review committee.
- Perform related work as required.



KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the principles, concepts and methodologies relative to resolving concerns and inquiries from constituents; knowledge of related statutes, regulations and policies governing school discipline and due process, special education, and student grievance procedures. Must have excellent interpersonal problem-solving skills, decision-making and leadership skills, and oral and writing communication skills. Must have the ability to deal professionally with sensitive and difficult situations and information; manage and work with a team to accomplish a common mission and goals; and maintain confidentiality with sensitive information.

EDUCATION AND EXPERIENCE

Postgraduate Professional License with an endorsement in Administration and Supervision Pk-12. Three to five years' experience in an educational leadership position required. Prior experience and/or knowledge of student disciplinary programs preferred.

A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

None

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

SPECIAL REQUIREMENTS

Possession of a valid driver's license and reliable transportation to carry out site visits as assigned. Regular and reliable attendance is an essential function of this position.