

## **GUILFORD COUNTY SCHOOLS JOB DESCRIPTION**

### **JOB TITLE: CHIEF STUDENT SERVICES OFFICER**

#### **GENERAL STATEMENT OF JOB**

Serves as a member of the Superintendent's Cabinet. Directly supervises the departments of After School Services, Counseling Services, Diversity Officer, Dropout Prevention, Health Services, Hearing Officer, SATURN, School Safety, School Support Officers, Student Assignment, and Student Services. Employee plans, coordinates, and directs the GCS Student Assignment Program with administrative responsibilities including magnet schools application and selection process; student assignment administration; program policies and procedures development, interpretation, and reporting. Employee also oversees the GCS Hearing Officer division responsible for handling various legal aspect assignments; conducting staff development on legal issues; and training prospective administrators through the Administrative Academy. Reports to the appropriate supervisor.

#### **SPECIFIC DUTIES AND RESPONSIBILITIES**

##### **ESSENTIAL JOB FUNCTIONS**

Oversees the conducting of hearings individually and with school board panels for students and parents who file grievances.

Supervises the work of the student assignment office and its employees.

Oversees the review and recording of suspension letters and appeals regarding the long-term suspension of students and student assignments appeal hearings; acts as facilitator for the board panel hearings; presents the board panel's recommendation to the full board.

Receives, reviews, and records completed grievance forms; schedules grievance hearings with parents and school personnel; conducts formal grievance hearings; reviews information and determines the appropriate action regarding grievances.

Directly supervises hearing officers and conducts performance evaluation in accordance with defined policies and procedures.

Assists other cabinet members in the planning, development, and implementation of training sessions for administrators. Serves as advisor to principals, cabinet members and the superintendent and offers assistance as needed.

Works with the Executive Director-Student Services to set goals, to provide guidance, coordination, planning, and monitoring progress for the division's counseling, school psychologists, school social workers, and alternative programs.

Work with the Director-Student Assignment to set goals, to establish policies, procedures, and standards for administering the student assignment process including reassignment, tuition, and release to other system.

Work with the Director-Student Assignment to coordinate and administer the student application and selection process of the magnet schools program for the District.

Work with the Hearing Officer to plan, to coordinate, and to provide for the effective and efficient conducting of individual hearing, as well as those brought before the school board panel by students, parents, and employees who file grievances, in accordance with established GCS policies and procedures.

Work with the Hearing Officer to plan, develop, and implement training sessions for prospective school-based administrators, through the Administrative Academy program.

Supervises and conducts personnel administration duties for direct reports subordinates, including hiring and firing, evaluating, assigning special duties, monitoring attendance and travel reports, and granting leave.

### **ADDITIONAL JOB FUNCTIONS**

Performs other related work as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Masters Degree in an education administration or a related area with a doctorate preferred or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

### **SPECIAL REQUIREMENT**

Possession of a valid driver's license issued by the state of North Carolina. Must maintain a safe driving record. An employee assigned to this position is designated as Category "A." Category "A" employees are governed by Guilford County Schools Policy GA and Administrative Procedure GA-P, "Drug and Alcohol Free Workplace," which spells out specific drug testing requirements, procedures and consequences of positive alcohol or drug tests or arrest for alleged violation of any alcohol or drug-related offense.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED  
TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of automated office machines including computers, calculators, copiers, facsimile machines, etc. Must be able to exert an eligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for periods of time.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes giving instructions, assignments to subordinates.

**Language Ability:** Requires the ability to read a variety of correspondence, reports, forms, manuals, etc. Requires the ability to prepare correspondence, reports, forms, etc., using prescribed format and conforming to all rules of punctuation, grammar, diction and style. Requires the ability to speak to people with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply principals of logical or scientific thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; deal with several abstract and concrete variables.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including educational and legal terminology.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract totals; multiply and divide; and to determine percentages and decimals.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment.

**Manual Dexterity:** Requires the ability to handle a variety of items such as office equipment. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Does not require the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

**Physical Communication:** Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear). Must be able to communicate via telephone.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Thorough knowledge of policies and procedures as stated in Board and administrative policies and/or procedures including student manuals and handbooks in the school system.

Thorough knowledge of the laws, principles, policies and procedures related to civil rights and due process.

Thorough knowledge of the established school system hearing process, including procedures for appeals and grievances.

Thorough knowledge of the ethical guidelines applicable to the position as outlined by professional organizations and/or federal, state and local laws, rules and regulations. Considerable knowledge of the principles of supervision, organization and administration.

Skill in scheduling and coordinating large programs.

Skill as a facilitator.

Ability to develop, interpret, evaluate, clarify, and apply policies and procedures.

Ability to communicate effectively both orally and in writing.

Ability to exercise initiative and independent judgment in applying standards to a variety of work situations.

Ability to maintain complete and accurate records and to develop meaningful reports from them.

Ability to use common office machines and popular computer-driven word processing, spreadsheet and file maintenance programs.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

## **DISCLAIMER**

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.