

**Family Liaison  
New Hanover County Schools**

**Job Description**

**Class: Classified**  
**Dept: Schools**

**TITLE:** Family Liaison

**QUALIFICATIONS:**

1. High School degree or equivalent.
2. Experience in an office environment with responsibility for a large variety of complex duties including data entry.
3. Strong computer and communication skills.

**REPORTS TO:** Principal

**JOB GOAL:** Facilitate communication between school staff and parents.  
Perform other duties as assigned for the purpose of ensuring the efficient and effective communication between the school and home of New Hanover County School students.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

1. Follow all rules, policies and procedures of New Hanover County Schools, along with state and federal regulations pertaining to school issues.
2. Serve as a bridge of communication between schools and families.
3. Make telephone calls and/or home visits to build reciprocal communication between parents and the schools.
4. Provide assistance and information to school personnel to improve relationships between parents-teacher, cross cultural understanding, and to improve the involvement of parents and families.
5. Provide direct support for families during critical school periods such as registration and parent teacher conferences.
6. Work with principals, teachers and staff to modify communication-contact procedures at each school.

7. Provide reciprocal information to increase cross cultural knowledge and understanding.
8. Maintain strict confidentiality for all matters.
9. Perform other duties and responsibilities as requested by the building Principal.

*The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.*

**Terms of Employment:** Ten month work year/At Will/FLSA Non-Exempt

**Starting Salary and/or Grade:** Grade 57

**Evaluation:** Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

**Knowledge, Skills and Abilities:**

- Demonstrate functional knowledge of computers and all aspects of the Microsoft Office Professional software programs.
- Ability to communicate clearly and concisely, both orally and in writing, ability to communicate with school personnel, employees, and students while complying with the confidentiality requirements in local, state, and federal policies and statutes.
- Ability to work collaboratively and flexibly with parents, students and school staff.
- Ability to interact and deal with the public in a professional manner.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.
- Physical ability (able to exert up to 20 pounds of force occasionally) and dexterity to perform the duties and responsibilities of the job.