

**Orange County Public Schools
Job Description**

SENIOR EXECUTIVE DIRECTOR - OPERATIONS

QUALIFICATIONS:

1. Bachelor's degree in business administration, operations management, or a related field
2. Seven (7) years of experience directing and/or managing a large, multiple-location and multiple-department operation, which includes strategic planning and management. K-12 experience preferred.
3. Experience leading organizational improvement initiatives that impact multiple sites and/or operational areas.
4. Three (3) years of experience supervising, training, mentoring, and coaching employees
5. Experience with local, state, and federal regulations related to K-12 operations preferred

The incumbent is considered to be "essential personnel" during an emergency and can be subject to being held over or called back to a district location at all times.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of large-scale school district operations, including coordinating multiple departments and geographically dispersed locations; operational planning, performance management, and continuous improvement principles; governance, regulatory compliance, risk management; and budget development, financial controls, and resource allocation across operational portfolios. Skilled in providing operational leadership by translating strategic direction into actionable plans, leading through department leaders and cross-functional teams, and aligning departmental priorities with district goals. Experienced in managing personnel, service providers, and other operational services, negotiating and overseeing service contracts, and applying quality control and assurance methods to operational programs. Proficient in leveraging automated information management systems, analyzing operational data and performance metrics to guide decisions, applying effective problem-solving skills, and communicating clearly with internal and external stakeholders. Capable of directing and coordinating diverse operational functions, exercising independent judgment and delegated authority, and serving as an operational partner and designee to the Chief Operating Officer.

REPORTS TO:

Chief Operations Officer

JOB GOAL:

To provide effective operations management to ensure cost-effective and timely delivery of quality services consistent with the District's goals. Additionally, ensure the implementation and management of control functions in collaboration with the Chief Operations Officer.

SUPERVISES:

Senior Director of Transportation Services, Senior Director of Food and Nutrition Services, Senior Director of Environmental Services and Sustainability, and (2) Senior Business Analysts.

MACHINES, TOOLS, EQUIPMENT:

Machines, tools, equipment, electronic devices, vehicles, etc., used in this position. Telephone, Computer, (Personal Computer and Mainframe), Automobile, Copier

PHYSICAL REQUIREMENTS:

Describes physical conditions of this position.

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated as Light Work.

PHYSICAL ACTIVITY:

Physical activities of this position. Percent of a typical day involved in each applicable activity is noted.

Percentage

- 70 Sitting: Resting with the body supported by the buttocks or thighs.
- 10 Standing: Assuming an upright position on the feet, particularly for sustained periods of time.
- 10 Walking: Moving about on foot to accomplish tasks, particularly for long distances.
- 5 Bending: Lowering the body forward from the waist.
- 5 Reaching: Extending hand(s) and arm(s) in any direction.
- 5 Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position through the use of the upper extremities and back muscles exerting up to 10 pounds of force.
- 80 Finger Dexterity: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm.
- 70 Grasping: Applying pressure to an object with the fingers and palm.
- 90 Talking: Expressing or exchanging ideas by means of the spoken word. Those activities in which detailed or important spoken instructions must be conveyed accurately, loudly or quickly.
- 90 Hearing Acuity: The ability to perceive speech and other environmental sounds at normal loudness levels.
- 90 Visual Acuity: The power to see at a level which allows reading of numbers and text, operation of equipment, inspection of machines, etc.

Note: Will total more than 100 percent as several activities may be performed at one time.

WORKING CONDITIONS:

Conditions the worker will be subject to in this position.

Indoors and Outdoors: The worker is subject to both environmental conditions. Activities occur inside and outside.

PERFORMANCE RESPONSIBILITIES:

- * Manifests a professional code of ethics and values.
- * Responds to internal and external customers in a timely, accurate, courteous, and empathetic manner, representing OCPS in a positive light.
- * Models the routine, intentional, and effective use of technology in daily work, including communications, organization, and management tasks.
- * Manage all functions and services in operations consistent with district goals. With and through staff, develop plans and identify expected outcomes/results for each department they are responsible for.
- * Plan and direct a system of feedback and assessment of the services provided by Operations as perceived by users of those services.
- * Direct, supervise and evaluate the performance of each manager reporting directly to him/her in terms of holding them accountable for productivity in achieving expected results and supporting the district's goals and priorities.
- * Develop and oversee programs for quality assurance, process improvement and productivity enhancement.
- * Provide leadership direction and motivation to the Operations section.
- * Ensure adherence to policies and procedures.
- * Facilitate communication between the Operations section and other internal and external entities.
- * Coach and/or mentor subordinates.
- * Promote and provide for staff development opportunities.
- * Ensure adherence to schedule, budget and established financial controls.
- * Serve as key focal point for dissemination of information from and to the Operations section.
- * Oversee the development, annual update, and successful implementation of the operations long-range strategic plan, with an emphasis on optimization of life cycle costs.
- * Oversee the development and implementation of operational work processes.
- * Coordinate with other operational departments to ensure minimal impact to educational programs.
- * Oversee development and maintenance of consistent, districtwide standards and specifications for Operations.
- * Oversee management of good and service providers' contracts.
- * Develop and maintain an accountability-based reporting mechanism to track operational efficiency and productivity.
- * Ensure compliance with all applicable laws and regulatory requirements
- * Keep the Chief Operations Officer informed of all issues about which he or she should be aware.
- * Fulfill all responsibilities of the Chief Operations Officer in his/her absence.
- * Follow the district's policies and procedures as related to all HRMD guidelines, executive limitations, the district's instructional initiatives, and the school district's charter guidelines.
- * Follow the district's policies and procedures as related to fixed assets.
- * Develop leadership in subordinates.

- * Responsible for keeping up to date on current technology used by OCPS. With the district's support, attends training to ensure skill level in various technologies is at the level required to perform in current position.
 - * Responsible for maintaining timely and accurate information and accountable for the quality of information maintained by those they supervise.
 - * Responsible for self-development and keeping up to date on current research, trends, and best practices relevant to the area of responsibility.
 - Perform other duties and responsibilities as assigned by supervisor.
- * Essential Performance Responsibilities

TERMS OF EMPLOYMENT:

Non-bargaining unit compensation plan, twelve months, 8.0 hours per day.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

**ORANGE COUNTY PUBLIC SCHOOLS
ADMINISTRATIVE/TECHNICAL ACCOUNTABILITY
PERFORMANCE APPRAISAL INSTRUMENT
SENIOR EXECUTIVE DIRECTOR - OPERATIONS**

Name _____ Supervisor _____

Work Location _____ Personnel # _____ School Year _____

The Senior Executive Director - Operations will provide effective operations management to ensure cost-effective and timely delivery of quality services consistent with the District's goals. Additionally, ensure the implementation and management of control functions in collaboration with the Chief Operations Officer.

Consistent with the above, the Chief Operations Officer will evaluate the performance of the Senior Executive Director - Operations. The evaluation will encompass three areas as outlined below:

Evaluation Component	Evaluation Standard
Part I - Performance Responsibilities Managing Departmental Operations	- Meeting Expectations - Not Meeting Expectations
Part II - Performance Standards to District Objectives - High Expectations for Student Mastery - Safe and Supportive Environment - Purposeful and Student-centered Team - Efficient and Fiscally Sound Operations - Engaged and Invested Community	- Meeting Expectations - Partially Meeting Expectations - Not Meeting Expectations
Part III - Overall Assessment Overall Performance Rating	- Exemplary - Above Expectation - Satisfactory - Needs Improvement - Unacceptable

Part 1 – PERFORMANCE RESPONSIBILITIES – SENIOR EXECUTIVE DIRECTOR - OPERATIONS

	Initial		Mid-Year		Final	
	Meeting Expectations	Not Meeting Expectations	Meeting Expectations	Not Meeting Expectations	Meeting Expectations	Not Meeting Expectations
Manifests a professional code of ethics and values.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Responds to internal and external customers in a timely, accurate, courteous, and empathetic manner representing OCPS in a positive light.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Models the routine, intentional and effective use of technology in daily work, including communications, organization, and management tasks.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Manage all functions and services in operations consistent with district goals. With and through staff, develop plans and identify expected outcomes/results for each department they are responsible for.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Plan and direct a system of feedback and assessment of the services provided by Operations as perceived by users of those services.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Direct, supervise and evaluate the performance of each manager reporting directly to him/her in terms of holding them accountable for productivity in achieving expected results and supporting the district's goals and priorities.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Develop and oversee programs for quality assurance, process improvement and productivity enhancement.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Provide leadership direction and motivation to the Operations section.	☐	☐	☐	☐	☐	☐

	Initial		Mid-Year		Final	
	Meeting Expectations	Not Meeting Expectations	Meeting Expectations	Not Meeting Expectations	Meeting Expectations	Not Meeting Expectations
<i>Comments:</i>						
Ensure adherence to policies and procedures.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Facilitate communication between the Operations section and other internal and external entities.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Coach and/or mentor subordinates.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Promote and provide for staff development opportunities.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Ensure adherence to schedule, budget and established financial controls.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Serve as key focal point for dissemination of information from and to the Operations section.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Oversee the development, annual update, and successful implementation of the operations long-range strategic plan, with an emphasis on optimization of life cycle costs.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Oversee the development and implementation of operational work processes.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Coordinate with other operational departments to ensure minimal impact to educational programs.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						

	Initial		Mid-Year		Final	
	Meeting Expectations	Not Meeting Expectations	Meeting Expectations	Not Meeting Expectations	Meeting Expectations	Not Meeting Expectations
Oversee development and maintenance of consistent, districtwide standards and specifications for Operations.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Oversee management of good and service providers' contracts.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Develop and maintain an accountability-based reporting mechanism to track operational efficiency and productivity.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Ensure compliance with all applicable laws and regulatory requirements.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Keep the Chief Operations Officer informed of all issues about which he or she should be aware.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Fulfill all responsibilities of the Chief Operations Officer in his/her absence.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Follow the district's policies and procedures as related to all HRMD guidelines and the district's instructional initiatives.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Follow the district's policies and procedures as related to fixed assets.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Develop leadership in subordinates.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						

	Initial		Mid-Year		Final	
	Meeting Expectations	Not Meeting Expectations	Meeting Expectations	Not Meeting Expectations	Meeting Expectations	Not Meeting Expectations
Responsible for keeping up to date on current technology being used by OCPS. With the support of the district, attends training to ensure skill level in various technologies is at the level required to perform in current position.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Responsible for maintaining timely and accurate information and accountable for the quality of information maintained by those they supervise.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Responsible for self-development and keeping up to date on current research, trends, and best practices relevant to the area of responsibility.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						
Perform other duties and responsibilities as assigned by supervisor.	☐	☐	☐	☐	☐	☐
<i>Comments:</i>						

PART II – PERFORMANCE STANDARDS TO DISTRICT OBJECTIVES

Select two strategies or objectives from your related District Objectives.

District Objectives	Strategies/Initiatives	Need determined by	Results/Outcomes	Measured by	Expectations
High Expectations for Student Mastery					☐ Meeting ☐ Partially ☐ Not Meeting
Safe and Supportive Environment					☐ Meeting ☐ Partially ☐ Not Meeting
Purposeful and Student-centered Team					☐ Meeting ☐ Partially ☐ Not Meeting
Efficient and Fiscally Sound Operations					☐ Meeting ☐ Partially ☐ Not Meeting
Engaged and Invested Community					☐ Meeting ☐ Partially ☐ Not Meeting

Comments: _____ Initial

Comments: _____ Mid-Year

Comments: _____ Final

Overall Assessment

PART III

Performance Responsibilities – Senior Executive Director - Operations

Meeting Expectations
☐

Not Meeting Expectations*
☐

*Comments _____

Business Plan

Meeting Expectations
☐

Partially Meeting Expectations
☐

Not Meeting Expectations*
☐

*Comments _____

Overall Performance Rating

Exemplary
☐

Above Expectation
☐

Satisfactory
☐

Needs Improvement*
☐

Unacceptable*
☐

*Comments _____

	Initial	(Please initial & date) Mid-Year	Final
Signature, Chief Operations Officer	_____	_____	_____
Signature, Senior Executive Director - Operations	_____	_____	_____