Position: Director - Constituent & Customer Services (CCS)	FLSA: Exempt	Work Days: 223
Reports to: Chief of Staff or Designee	Salary: Classified Management Salary Schedule – Range C	

Job Descriptions are intended to present a descriptive list of the range of duties performed by employees in the class. Job Descriptions are not intended to reflect all duties performed within the job.

OVERALL OBJECTIVE AND SUMMARY:

The Director - Constituent & Customer Services (CCS) provides leadership, direction, and oversight for the CCS Department, which responds to concerns, inquiries, and requests for information from parents, employees, and community members. This position ensures timely, accurate, and customer-focused responses to Public Records Act Requests, various types of concerns/complaints, and general inquiries. This position promotes transparent, responsive, and equitable service that supports district trust, efficiency, and accountability.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities may include, but are not limited to, the following:

- Supervise, support, and evaluate staff as assigned; foster a culture of accountability, collaboration, and professional growth.
- Provide leadership aligned with the District's Vision, Goals, Core Values, and Theory of Action for Student Success.
- Plan, organize, and oversee assigned functions to support effective operations, continuous improvement, and alignment with district priorities.
- Use data and evidence to inform decision-making, monitor progress, and drive outcomes through the Cycle of Continuous Learning and Improvement (CCLI).
- Promote equitable access to programs and services and inclusive practices that support the success of all students.
- Maintain compliance with applicable laws, regulations, policies, and collective bargaining agreements
- Oversee and/or support budgeting, resource allocation, and strategic planning efforts to advance district goals (as applicable).
- Promote safe, positive, and productive learning and working environments.
- Assist in the development, recommendation, and implementation districtwide policies, procedures, and systems related to constituent response, customer service, complaint resolution, and public information requests.
- Provide leadership in the organization, implementation, and coordination of all CCS operations, focusing on timely and compliant responses to parent, staff, and community concerns.
- Oversee the receipt and response to Public Records Act Requests, meeting legal compliance requirements, and coordination with district departments.
- Manage and monitor timelines associated with a variety of complaints, including personnel complaints, general complaints, and uniform complaints, Williams Act complaints.
- Provide consistent, accurate, and customer-centered responses to Requests for Information and service from families, staff, and the community.
- Oversee after-hours call systems and protocols for safety/security alerts, urgent maintenance and operations issues, and critical student/staff updates.
- Implement systems for triaging, tracking, documenting, and analyzing district inquiries, concerns, and service requests.
- Develop customer service standards, training, and communication tools to support high-quality, culturally responsive interactions.
- Build relationships with site leaders and conduct regular school site visits to observe operations through a customer service lens in consultation with principals.
- Serve as a liaison for Board of Trustees community concerns to support timely resolution.
- Provide guidance to schools and departments on complaint procedures, service standards, and communication expectations.
- Evaluate departmental effectiveness using data on concerns, response times, stakeholder feedback, and compliance metrics.
- Collaborate with district leaders and legal counsel to support alignment, timely information-sharing, and consistent messaging.
- Prepare reports, summaries, and presentations for Cabinet, the Board of Trustees, and state agencies as

required.
- Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices related to the technical aspects of the assigned department.
- Federal, State, and local laws, regulations, Education Code provisions, and collective bargaining agreements applicable to assigned departments.
- District organization, operations, policies, goals, and objectives.
- Recordkeeping, office organization, and standard administrative practices.
- Proper English usage, including grammar, spelling, punctuation, and vocabulary.

Ability to:

- Communicate effectively orally and in writing and build effective working relationships with diverse audiences, including staff, students, families, community partners, and stakeholders.
- Exercise sound judgment in problem-solving, conflict resolution, and decision-making.
- Adapt to changing priorities and organizational needs with flexibility and professionalism.
- Manage budgets and allocate resources in alignment with district priorities, as applicable.

PHYSICAL ABILITIES

Positions in this classification typically require the following physical abilities to successfully perform the essential functions of the job, with or without reasonable accommodation:

- **Mobility:** Ability to sit, stand, and walk for extended periods of time. Ability to move throughout district facilities, school sites, offices, warehouses, and community locations as required.
- **Manual Dexterity:** Sufficient fine motor skills to operate a computer, keyboard, mouse, tablet, telephone, and other standard office equipment. Ability to write, type, review, and prepare documents accurately.
- **Vision:** Ability to read printed materials and electronic documents, review data, and analyze reports. Adequate visual acuity to utilize computer screens for extended periods and observe site conditions.
- **Hearing and Speech:** Ability to hear and understand conversations in person, over the telephone, and through virtual platforms. Ability to speak clearly to participate in meetings and direct communication with individuals and groups.
- **Lifting/Carrying:** Ability to occasionally lift, carry, push, or pull materials and equipment typically up to 25 pounds.
- **Reaching/Bending/Stooping:** Ability to bend, stoop, reach, and stretch as required.
- **Travel:** Ability to travel between district sites, community locations, and external meetings. May require operation of a personal or district vehicle.
- **Work Environment Tolerance:** Ability to work in standard office settings as well as school, operational, warehouse, or outdoor environments, which may include moderate noise levels and varying temperatures.
- **Extended Work Hours:** Ability to work extended hours, evenings, and occasional weekends as required for meetings, events, emergencies, or operational needs.

EDUCATION AND EXPERIENCE

Any combination of experience and training that would likely provide the required knowledge and abilities could qualify someone for this position. A typical way to obtain the knowledge and abilities would be:

- Education: Equivalent to a Bachelor’s degree or higher from an accredited college or university with a major in a related field that would be applicable to this position.
- Experience: Minimum five (5) years working in a culturally diverse public school system, including experience with conflict mediation/resolution and using data to make informed decisions

LICENSES AND CERTIFICATES

- Valid California driver’s license required