

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Area Superintendent
CONTRACT YEAR:	Twelve Months
PAY GRADE:	<u>33-34</u>

QUALIFICATIONS:

EDUCATION: An earned doctorate degree from an accredited institution; eligible for or possess Florida certification in Administration and Supervision; Educational Leadership; or Professional School Principal.

EXPERIENCE: Minimum of ten (10) years combined school-based/district administrative experience, including at least three (3) years classroom teaching and seven (7) years administrative, with at least three (3) years as a school-based principal.

ADDITIONAL REQUIREMENTS: Requires knowledge of Florida statutes, federal regulations, District rules and procedures; requires in depth knowledge of the day-to-day school-level operations including District FTE generation, budget development, personnel allocation, employee evaluations, transportation system, school improvement program, student performance assessment and current collective bargaining contracts. Requires advanced oral and written communication skills; ability to organize and maximize time, successfully work in a stressful environment, and evaluate a variety of situations and develop appropriate action plans. Bilingual skills preferred. Computer skills as required for the position.

OR

EDUCATION: An earned master’s degree from an accredited institution; eligible for or possess Florida ~~with~~ certification in Administration and Supervision; Educational Leadership; or Professional School Principal; ~~doctorate preferred.~~

EXPERIENCE: Minimum of ~~seven (7)~~ thirteen (13) years combined school-based/district administrative experience, including at least three (3) years classroom teaching and ten (10) years administrative, ~~two (2)~~ including at least three (3) years of which were as a school-based principal.

ADDITIONAL REQUIREMENTS: Requires knowledge of Florida statutes, federal regulations, District rules and procedures; requires in depth knowledge of the day-to-day school-level operations including District FTE generation, budget development, personnel allocation, employee evaluations, transportation system, school improvement program, student performance assessment and current collective bargaining contracts. Requires advanced oral and written communication skills; ability to organize and maximize time, successfully work in a stressful environment, and evaluate a variety of situations and develop appropriate action plans. Bilingual skills preferred. Computer skills as required for the position.

REPORTS TO: Superintendent of Schools

SUPERVISES: All School Board employees in area as assigned by the Superintendent of Schools.

POSITION GOAL: ~~To assure~~ Ensure the effective operation of schools in the area in accordance with School Board policies by developing, coordinating, and supporting all resources necessary to maximize student achievement.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Area Superintendent shall:

1. assist in the interpretation of programs, philosophy and policies of the District to staff, students and the community by providing administrative leadership in the implementation of the Broward County program of education in all our schools and centers; conduct regular leadership training for potential and school based administrators; assign mentors and coaches to all new administrators.
2. analyze student program needs in the area and recommend the most appropriate location of low prevalency programs which cannot be supported by one, two or several schools.
3. recommend the appointment and supervision of principals and assistant principals; participate in screening and selection processes of principals and senior staff administrators.

4. evaluate principals' job performance as well as Area Directors, School Improvement, ESE Coordinator, Student Services Coordinator, Business Analyst, Administrative Assistant Technology Specialist and clerical staff.
5. recommend boundary changes, school closings and other facility utilization changes which may be needed in the area.
6. advise the Superintendent of School operations on matters of school policy and administrative procedures through participation on Instructional Council, Senior Management, Direct Report, Superintendent's Schools and Zone Facilitators.
7. provide administrative leadership in the planning and development of programs resulting from local, state and national initiatives as they relate to vocational, adult, alternative and ESE centers; work closely with District and school staffs to support school improvement initiatives and processes; review all school improvement plans, which encompasses SIP, Behavior, Safety and AYP.
8. provide effective channels for meaningful community involvement in education through monthly Area Advisory, District Advisory, PTA.
9. monitor the development of school and center budgets, as well as internal accounts, audit exceptions, property and inventory and ongoing expenditures.
10. ~~analyze student program needs in the areas of vocational, adult, alternative and ESE centers and recommend the most appropriate location of clustered programs, which cannot be supported by one, two or several centers~~ develop and recommend contingency plans for the placement of modular, relocatable and portable classrooms to comply with class size reduction and the opening of new schools; serves as a member of the school district's Site Review Committee, CM at risk, and Audit Committee.
11. develop annual goals, Area Strategic Project, and a Balanced Score Card which is consistent with the Superintendent's goals and the District's Strategic Plan and participate in the development, monitoring and evaluation of educational processes, in coordination with the Department of Program Evaluation.
12. interact with city government, law enforcement, fire and safety, mental health, child protection agency and business partners to enhance the understanding of District initiatives, elicit support and implement joint initiatives.
13. inform the Superintendent of potential problems or unusual events; respond to inquiries and resolve school-based and district-wide concerns in a timely manner.
- ~~14.~~ perform and promote all activities in compliance with equal employment and non-discrimination policies of the School Board of Broward County.
- ~~15.~~ participate successfully in the training programs offered to increase the individual's skill and proficiency related to the assignments.
- ~~16.~~ review current developments, literature and technical sources of information related to job responsibility.
- ~~17.~~ ensure adherence to good safety procedures.
- ~~18.~~ follow Federal and State laws, as well as School Board policies.
- ~~19.~~ perform other duties as assigned by Superintendent of Schools or designee.

SIGNIFICANT CONTACTS –frequency, contact, purpose, and desired end result:

Frequently works with the Superintendent of Schools, District management at all levels, the community, and city government, law enforcement, fire and safety, mental health, child protection agency and business partners to enhance the understanding of District initiatives, elicit support and implement joint initiatives.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved: 10/7/76

Revised: 11/15/79

ER80-12 Approved: 10/2/80

Revised: 3/21/85 &

Adopted: 4/15/85

Item G-7: 11/6/86

Revised: 4/13/89 (C-10)

Alignment Title Change: 3/19/96

Organizational Chart: 4/13/99; 5/4/99; 5/1/01; 4/01/03

Revised & Adopted: 12/16/03

Area Superintendent
Point Range: 1340 - 1409

Position Factors

1. Education Required: Level of education which is required for the position:

- A. High School or G.E.D.
- B. A.A. in related field or specialized (advanced) vocational training.
- C. B.S. or B.A. in related field.
- D. M.S. or M.A. in related field.
- E. Doctorate in related field and/or required specialized training.

2. Experience Required: Related work experience needed by a person with the specified education background necessary to competently fulfill the requirements of the position.

(Not the experience of the incumbent.)

- A. 0 - 2 years of related Experience
- B. 3 - 4 years of related Experience
- C. 5 - 6 years of related Experience
- D. 7 - 9 years of related Experience
- E. 10 + years of related Experience

3. Supervisory Responsibility: Supervision in this context means number of people whom the person formally evaluates.

**Evaluation points x complexity factor = Total Points.*

- A. 1 - 10 number supervised.
- B. 11 -25 number supervised.
- C. 26 - 50 number supervised.
- D. 51 - 80 number supervised.
- E. 80 + number supervised.

4. Complexity of Essential Job Functions: Overall analysis and complexity of essential job functions of the position.

- A. Position requires minimal analysis; tasks are simple and repetitive.
- B. Position requires some analysis, accountability, gathering of facts, and study of data.
- C. Position requires a good deal of analysis, accountability, coordination and integration of data concerning specific assigned function area.
- D. Position requires continuous in-depth analysis, primary accountability, coordination and integration of data into practical action plans and systems design.

Area Superintendent(Cont.)

Point Range: 1340 - 1409

Position Factors

5. Inside/Outside Contacts: The frequency and level of contact, both inside and outside of the district.

- A. Contacts limited to immediate co-workers and supervisors with local office.
- B. Requires frequent contact with participating district employees, school-based and district-level administrators outside agencies and community.
- C. Requires frequent contact with Associate, Assistant and Deputy Superintendents, State Department of Education, Department heads, professional support groups and community.
- D. Requires frequent communication with Superintendent, School Board, union representatives, media, legislative leaders, and community.

6. Impact of Decision Making Responsibility: The specific management, administrative, and professional responsibilities of the position.

- A. Most decisions referred to higher authority for approval. Perform only assigned duties and services.
- B. Exercises occasional independent action involving the interpretation of established practices and procedures. Decisions typically apply to a work group within a single department or function.
- C. Exercises independent action in area of specialty. Decisions typically apply to an entire department or function.
- D. Frequently exercises independent action in the implementation of major programs and objectives. Decisions may have an effect on other departments or functional areas requiring integration of efforts.
- E. Regularly exercises independent action. Makes decisions about major problems and policies which affect the entire district.

7. District-wide Impact: Service function of this position, i.e. the district-wide impact of this position on students, employees and the public. Stated differently, what is the consequence of a typical error when made by an incumbent?

- A. Limited impact even within work unit.
- B. Extensive impact within work unit and limited impact on other departments/schools.
- C. Extensive impact on individual work unit and/or schools.
- D. Extensive impact on multiple work units/schools with limited impact crossing divisional lines.
- E. Extensive impact on most all work units/schools, the public and legislative bodies.

Position Analysis Criteria

1. Education Required	2. Experience Required	3. Supervisory Responsibility	4. Complexity of Essential Job Functions	5. Inside/Outside Contacts	6. Impact of Decision Making Responsibility	7. District-Wide Impact
D	E	D	D	D	E	E



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

JOB DESCRIPTION

POSITION TITLE:	Director, Customer Staff Development Services
CONTRACT YEAR:	Twelve Months
PAY GRADE:	29-30

QUALIFICATIONS:

EDUCATION: An earned master’s degree from an accredited institution.

EXPERIENCE: Minimum of six (6) years of experience and/or training in the field related to the title of the position.

ADDITIONAL REQUIREMENTS: Degree majors to include educational technology, computer sciences or related field. Requires at least two (2) years supervisory or administrative experience in the administration of information/education technology systems. Experience in a public K-12 school system preferred. Customer Service experience in integrating technology into the curriculum, microcomputers, wide and local area networks in a large public school system preferred. Bilingual skills preferred. Computer skills as required for the position.

OR

EDUCATION: An earned bachelor’s degree from an accredited institution.

EXPERIENCE: Minimum of ~~five (5)~~ eight (8) years of experience and/or training in the field related to the title of the position.

ADDITIONAL REQUIREMENTS: Degree majors to include educational technology, computer sciences or related field. ~~Experience to include~~ Requires at least two (2) years supervisory or administrative experience in the administration of information/education technology systems. Experience in a public K-12 school system preferred. Customer Service experience in integrating technology into the curriculum, microcomputers, wide and local area networks, ~~telephone systems, energy~~

~~management and security systems, or radio systems in a large public school system preferred. Bilingual skills preferred. Computer skills as required for the position.~~

OR

EDUCATION:

~~Standard high school diploma or satisfactory completion of an approved General Educational Development (GED) Testing Program.~~

EXPERIENCE:

~~Minimum of ten (10) years of experience and/or training in the field related to the title of the position.~~

ADDITIONAL REQUIREMENTS:

~~Experience to include at least five (5) years of supervisory or administrative experience in the administration of information/education technology systems. Experience in a public K-12 school system preferred. Customer Service experience in microcomputers, wide and local area networks, telephone systems, energy management and security systems, or radio systems in a large public school system preferred. Bilingual skills preferred. Computer skills as required for the position.~~

REPORTS TO:

Executive Director, Educational Programs

SUPERVISES:

All employees assigned to the Customer Staff Development Services

POSITION GOAL:

~~To develop and manager a customer service and training center that will be a one-stop technology information center to provide consultation, assistance, education and training for schools and department. Ensure full integration of technology into the teaching and learning process by designing, developing and implementing instructional technology programs to meet the educational requirements of all students and to support the staff development of teachers.~~

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Director, Customer Staff Development Services shall:

1. develop and implement strategies to effectively provide instructional technology staff development to schools and departments regarding the integration of technology into

- ~~curricular programs efficiently deliver information to schools and departments regarding the installation, maintenance and use of computer and related technologies.~~
- ~~2. supervise the coordination and delivery of technology training programs promote, direct, coordinate and lead the CISS Instructional Technology initiatives including those items outlined in the District's IT Blueprint.~~
 - ~~3. develop and implement a modern automated Technology Help Desk set strategic goals/objectives/improvements which are aligned with curricular needs of students and staff development needs of teachers by partnering with senior administrators and department directors.~~
 - ~~4. develop and implement a modern reception center determine current level of instructional technology effectiveness and develop ongoing program of continuous improvement by researching and implementing appropriate new technologies to insure instructional technology continues to meet Broward County School District needs and government mandates regarding technology integration into the curriculum.~~
 - ~~5. develop and implement an on-line customer service access site on the school district's Wide Area Network coordinate between Educational Technology, schools, departments across the District, and Curriculum and Instruction in planning and implementing technology projects.~~
 - ~~6. supervise the school district's energy management and conservation program assist with the identification and development of funding opportunities and partnerships, both internal and external; develop district, regional, state and federal grant proposals, as required.~~
 - ~~7. supervise energy management and security systems support services maximize opportunities for instructional technology development by partnering with local universities and businesses in planning and implementing instructional technology events and networking with other school districts and state and federal agencies.~~
 - ~~8. supervise radio systems support services.~~
 - ~~9. supervise voice systems support services.~~
 - ~~10. supervise microcomputer applications support services.~~
 - ~~11. supervise customer service regarding mainframe computer applications.~~
 - ~~12. supervise customer service regarding wide and local area network applications.~~
 - ~~13. provide special project support.~~
 - ~~14. coordinate Customer Staff Development Services and involvement with other divisions within the Education Technology Services Department and with schools and other departments within the school district.~~
 - ~~15-8. assist in the supervise, appraise, and ensure the professional development of a training plan for the Customer Staff Development Services staff.~~
 - ~~16-9. serve on district committees as assigned.~~
 - ~~17-10. assist Executive Director, Educational Technology Services Educational Programs in budget preparation.~~
 - ~~18-11. perform and promote all activities in compliance with equal employment and non-discrimination policies of the School Board of Broward County.~~
 - ~~19-12. participate successfully in the training programs offered to increase the individual's skill and proficiency related to the assignments.~~

~~20-13~~. review current developments, literature and technical sources of information related to job responsibility.

~~21-14~~. ensure adherence to good safety procedures.

~~22-16~~. follow Federal and State laws, as well as School Board policies.

~~23-15~~. perform other duties as assigned by the Executive Director, Educational Programs or designee

SIGNIFICANT CONTACTS –frequency, contact, purpose, and desired end result:

Frequently coordinates between Educational Technology, schools, departments across the District, and Curriculum and Instruction in planning and implementing technology projects that meet curriculum and instruction needs; maximize opportunities for instructional technology development by partnering with local universities and businesses in planning and implementing instructional technology events and networking with other school districts and state and federal agencies.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Revised: 5/20/97 &

Adopted: 6/17/97

Title Change: 4/13/99

Revised: 5/9/00

Reporting Change: 5/1/2001

Realignment: 4/01/03

Board Adopted: 12/16/03

Position Factors

1. Education Required: Level of education which is required for the position:

- A. High School or G.E.D.
- B. A.A. in related field or specialized (advanced) vocational training.
- C. B.S. or B.A. in related field.
- D. M.S. or M.A. in related field.
- E. Doctorate in related field and/or required specialized training.

2. Experience Required: Related work experience needed by a person with the specified education background necessary to competently fulfill the requirements of the position.

(Not the experience of the incumbent.)

- A. 0 - 2 years of related Experience
- B. 3 - 4 years of related Experience
- C. 5 - 6 years of related Experience
- D. 7 - 9 years of related Experience
- E. 10 + years of related Experience

3. Supervisory Responsibility: Supervision in this context means number of people whom the person formally evaluates.

**Evaluation points x complexity factor = Total Points.*

- A. 1 - 10 number supervised.
- B. 11 -25 number supervised.
- C. 26 - 50 number supervised.
- D. 51 - 80 number supervised.
- E. 80 + number supervised.

4. Complexity of Essential Job Functions: Overall analysis and complexity of essential job functions of the position.

- A. Position requires minimal analysis; tasks are simple and repetitive.
- B. Position requires some analysis, accountability, gathering of facts, and study of data.
- C. Position requires a good deal of analysis, accountability, coordination and integration of data concerning specific assigned function area.
- D. Position requires continuous in-depth analysis, primary accountability, coordination and integration of data into practical action plans and systems design.

Director, Customer Staff Development Services (Cont.)

Point Range: 1095 -1154

Position Factors

5. Inside/Outside Contacts: The frequency and level of contact, both inside and outside of the district.

- A. Contacts limited to immediate co-workers and supervisors with local office.
- B. Requires frequent contact with participating district employees, school-based and district-level administrators outside agencies and community.
- C. Requires frequent contact with Associate, Assistant and Deputy Superintendents, State Department of Education, Department heads, professional support groups and community.
Requires frequent communication with Superintendent, School Board, union representatives, media, legislative leaders, and community.

6. Impact of Decision Making Responsibility: The specific management, administrative, and professional responsibilities of the position.

- A. Most decisions referred to higher authority for approval. Perform only assigned duties and services.
- B. Exercises occasional independent action involving the interpretation of established practices and procedures. Decisions typically apply to a work group within a single department or function.
- C. Exercises independent action in area of specialty. Decisions typically apply to an entire department or function.
- D. Frequently exercises independent action in the implementation of major programs and objectives. Decisions may have an effect on other departments or functional areas requiring integration of efforts.
Regularly exercises independent action. Makes decisions about major problems and policies which affect the entire district.

7. District-wide Impact: Service function of this position, i.e. the district-wide impact of this position on students, employees and the public. Stated differently, what is the consequence of a typical error when made by an incumbent?

- A. Limited impact even within work unit.
- B. Extensive impact within work unit and limited impact on other departments/schools.
- C. Extensive impact on individual work unit and/or schools.
- D. Extensive impact on multiple work units/schools with limited impact crossing divisional lines.
- E. Extensive impact on most all work units/schools, the public and legislative bodies.

Position Analysis Criteria

1. Education Required	2. Experience Required	3. Supervisory Responsibility	4. Complexity of Essential Job Functions	5. Inside/Outside Contacts	6. Impact of Decision Making Responsibility	7. District-Wide Impact
C	D	A	D	C	E	D

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Director, Quality and Customer Service
CONTRACT YEAR:	Twelve Months
PAY GRADE:	28

QUALIFICATIONS:

EDUCATION: An earned Bachelor’s degree from an accredited institution.

EXPERIENCE: Minimum of eight (8) years progressively more responsible experience and/or training including at least two (2) years supervisory or administrative level responsibility.

ADDITIONAL REQUIREMENTS: Degree major in computer sciences or related field preferred. Information Technology Infrastructure Library (ITIL) training and experience with IT service level management preferred. Experience required in the administration of information/education technology systems preferably in a public K-12 large school system environment. Demonstrated ability required to manage multiple projects, maintain detailed budgets, comply with federal and state program requirements, and implement industry-standard IT processes. Bilingual skills preferred. Computer skills as required for the position.

OR

EDUCATION: An earned Master’s degree from an accredited institution.

EXPERIENCE: Minimum of six (6) years progressively more responsible experience and/or training including at least two (2) years supervisory or administrative level responsibility.

ADDITIONAL REQUIREMENTS: Degree major in computer sciences or related field preferred. Masters of Business Administration (M.B.A.) preferred. Information Technology Infrastructure Library (ITIL) training and experience with IT service level

management preferred. Experience required in the administration of information/education technology systems preferably in a public K-12 large school system environment. Demonstrated ability required to manage multiple projects, maintain detailed budgets, comply with federal and state program requirements, and implement industry-standard IT processes. Bilingual skills preferred. Computer skills as required for the position.

DIRECT

ACCOUNTABILITY:

Chief Information Officer

SUPERVISES:

Manager, Customer Support Services and all employees assigned to the Quality and Customer Service staff

POSITION GOAL:

To develop and manage a technology customer service center that will provide quality technical support to schools and departments.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Director, Quality and Customer Service shall:

1. develop and implement strategies for the ETS Service Desk to efficiently deliver technical support to schools and departments.
2. provide customer assistance to schools and other School Board entities to resolve problems and provide quality service by supervising the coordination and delivery of technical support programs.
3. provide technology solutions which are aligned with the District's strategic plan by establishing and monitoring change management processes to ensure quality service delivery.
4. develop and supervise training programs for ETS Service Desk personnel; ensure updated standard operating procedures are maintained and followed by department personnel.
5. manage the Metrology unit to provide technical repair services to schools and departments.
6. improve customer access to technical assistance by developing and implementing an online technical self-help center on the district's Intranet.
7. monitor Service Level Agreements and develop escalation procedures for service alerts.
8. ensure continuous improvement of department processes by establishing a Quality Assurance Program with criteria, performance standards, procedures, customer satisfaction surveys; provide customer satisfaction audits reports to the Chief Information Officer.
9. manage Total Cost of Ownership (TCO) models for IT services and report to CIO.
10. provide oversight of departmental project management and technical assistance in the preparation of routine and special reports concerning Information Technology (IT) levels of services and performance trends.

11. assist the Chief Information Officer with budget preparation by coordinating, maintaining and managing departmental budgets.
12. provide technical assistance to district events as needed.
13. liaise with community partners as required to meet departmental goals.
14. provide management support to Auditors Reports for the department.
15. provide the Chief Information Officer with weekly status reports and meet with the CIO as required
16. perform and promote all activities in compliance with equal employment and non-discrimination policies of the School Board of Broward County.
17. participate successfully in the training programs offered to increase the individual's skill and proficiency related to the assignments.
18. review current developments, literature and technical sources of information related to job responsibility.
19. ensure adherence to good safety procedures.
20. follow Federal and State laws, as well as School Board policies.
21. perform other duties as assigned by Chief Information Officer or designee

SIGNIFICANT CONTACTS –frequency, contact, purpose, and desired end result:

Periodically coordinates with departmental management across the District in planning and implementing services that meet user needs; frequently meets with vendors of technology solutions to determine effective applications for the Broward County School District.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Position Factors

1. Education Required: Level of education which is required for the position:

- A. High School or G.E.D.
- B. A.A. in related field or specialized (advanced) vocational training.
- C. B.S. or B.A. in related field.
- D. M.S. or M.A. in related field.
- E. Doctorate in related field and/or required specialized training.

2. Experience Required: Related work experience needed by a person with the specified education background necessary to competently fulfill the requirements of the position.

(Not the experience of the incumbent.)

- A. 0 – 2 years of related Experience
- B. 3 – 4 years of related Experience
- C. 5 – 6 years of related Experience
- D. 7 – 9 years of related Experience
- E. 10 + years of related Experience

3. Supervisory Responsibility: Supervision in this context means number of people whom the person formally evaluates.

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- B. 11 –25 number supervised.
- C. 26 – 50 number supervised.
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4. Complexity of Essential Job Functions: Overall analysis and complexity of essential job functions of the position.

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- B. Position requires some analysis, accountability, gathering of facts, and study of data.
- C. Position requires a good deal of analysis, accountability, coordination and integration of data concerning specific assigned function area.
- D. Position requires continuous in-depth analysis, primary accountability, coordination and integration of data into practical action plans and systems design.

Director, Quality and Customer Service (Cont.)

Point Range: 995 - 1044

Position Factors

5. Inside/Outside Contacts: The frequency and level of contact, both inside and outside of the district.

- A. Contacts limited to immediate co-workers and supervisors with local office.
- B. Requires frequent contact with participating district employees, school-based and district-level administrators outside agencies and community.
- C. Requires frequent contact with Associate, Assistant and Deputy Superintendents, State Department of Education, Department heads, professional support groups and community.
Requires frequent communication with Superintendent, School Board, union representatives, media, legislative leaders, and community.

6. Impact of Decision Making Responsibility: The specific management, administrative, and professional responsibilities of the position.

- A. Most decisions referred to higher authority for approval. Perform only assigned duties and services.
- B. Exercises occasional independent action involving the interpretation of established practices and procedures. Decisions typically apply to a work group within a single department or function.
- C. Exercises independent action in area of specialty. Decisions typically apply to an entire department or function.
- D. Frequently exercises independent action in the implementation of major programs and objectives. Decisions may have an effect on other departments or functional areas requiring integration of efforts.
Regularly exercises independent action. Makes decisions about major problems and policies which affect the entire district.

7. District-wide Impact: Service function of this position, i.e. the district-wide impact of this position on students, employees and the public. Stated differently, what is the consequence of a typical error when made by an incumbent?

- A. Limited impact even within work unit.
- B. Extensive impact within work unit and limited impact on other departments/schools.
- C. Extensive impact on individual work unit and/or schools.
- D. Extensive impact on multiple work units/schools with limited impact crossing divisional lines.
- E. Extensive impact on most all work units/schools, the public and legislative bodies.

Position Analysis Criteria

1. Education Required	2. Experience Required	3. Supervisory Responsibility	4. Complexity of Essential Job Functions	5. Inside/Outside Contacts	6. Impact of Decision Making Responsibility	7. District-Wide Impact
C	D	A	C	C	D	D