



**Orange County Department of Education  
Human Resources Department  
Classified Management Class Specification**

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**Director, Community & Student Support Services**

**Class Code: 1490  
Work Days: 225**

**GENERAL PURPOSE**

Direct, manage, supervise, and coordinate the activities and operations of the Community and Student Support Services Division; coordinate assigned activities with other units, divisions, outside agencies and the general public; and provide highly responsible and complex staff assistance to higher level management staff.

**SUPERVISION RECEIVED AND EXERCISED**

1. Receives general direction from higher level management staff.
2. Exercises direct supervision over managerial, supervisory, and clerical staff.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*This position description is intended to describe the general nature and level of work performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.*

1. Manage and participate in the development and implementation of goals, objectives, policies, priorities, and strategic plan for assigned programs and services that promote school readiness, academic achievement, school enrichment, as well as, youth development and leadership.
  2. Manage and participate in the planning, prioritization, and technical support and training to teams developing funding proposals and review recent research and trends to support the development of competitive proposals.
  3. Plan, direct, coordinate, and review the work plan for Community and Student Support services; meet with staff to identify and resolve problems; assign work activities and projects; monitor work flow; review and evaluate work products, methods, and procedures.
  4. Select, train, motivate, lead, and evaluate staff; provide resources and guidance to support staff success; work with employees to improve performance.
  5. Provide coaching to employees; collaborate on goal development, set clear expectations, provide constructive feedback, and check in regularly for understanding.
  6. Coordinate Community and Student Support Services activities with those of other divisions and outside agencies and organizations; provide staff assistance to the Associate Superintendent; prepare and present staff reports and other necessary correspondence.
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## **ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)**

7. Manage and participate in the development and administration of the Community and Student Support Services budget; forecast additional funds needed for staffing, equipment, materials, and supplies; coordinate the monitoring of and approve expenditures; recommend budgetary adjustments as necessary.
8. Direct the development and implementation of staff development programs for staff.
9. Participate on a variety of boards and commissions; attend and participate in professional group meetings; stay abreast of new trends and innovations related to school and community services.
10. Act as liaison to private business, consultants, governmental agencies, and district staff.
11. Respond to and resolve difficult and sensitive inquiries and complaints.
12. Manage and participate in the planning, prioritization, and technical support and training to teams developing funding proposals and review recent research and trends to support the development of competitive proposals.
13. Demonstrate attendance sufficient to complete the duties of the position as required.
14. Perform related duties similar to the above in scope and impact as required.

## **QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)**

### **Knowledge of:**

1. Procedures, methods, and techniques of project and workflow management and organization.
2. Principles of effective supervision, leadership, training, coaching, and performance evaluation.
3. Principles and practices of budget preparation and administration.
4. Modern and complex principles and practices of program development and administration.
5. California Education Code, California Administrative Code, and the policies, rules, and regulations of the County Schools Office.
6. Pertinent federal, state, and local laws, codes, and regulations.

### **Ability and Skill to:**

1. Select, train, lead, coach, direct the work of, supervise, and evaluate management, supervisory, professional, and technical employees; effectively delegate authority and responsibility.
2. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.
3. Provide administrative and professional leadership and direction for Community and Student Support Services staff.
4. Coordinate, direct, and implement programs suited to the issues, concerns, and needs of the community.
5. Develop, implement, and administer goals, objectives, and procedures for providing effective and efficient program development.

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**Ability and Skill to (cont.):**

6. Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
7. Elicit community and organizational support for programs.
8. Establish and maintain effective working relationships with various constituencies.
9. Interpret and explain laws, codes, contracts, policies, and procedures.
10. Develop and present training materials.
11. Prepare clear and concise correspondence, reports, and other written materials.
12. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
13. Communicate clearly and concisely, both orally and in writing, in English; present information effectively in front of both large and small groups.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills, and abilities outlined above is Master's degree from an accredited college or university with major course work in education and six years of increasingly responsible educational experience developing programs that promote the academic success of students.

**PHYSICAL AND MENTAL DEMANDS**

*The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Physical Demands**

While performing the duties of this job, employees are regularly required to bend, stoop, push, pull, grasp, squat, twist, kneel, walk, sit, and reach to access materials or equipment and complete other tasks as assigned; lift and carry up to 25 pounds; and lift from ground, waist, chest, shoulder, and above shoulder level. The position may include occasional need to traverse uneven surfaces.

Employees in this classification are to be able to travel countywide to a variety of sites within a reasonable time frame; read written and electronic materials; communicate clearly in person, on the phone, and via email; and operate all required equipment.

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## **Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

## **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Employee typically works in an office environment that is fast paced with high pressure.

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