



Loudoun County Public Schools

HUMAN RESOURCES AND TALENT DEVELOPMENT JOB CLASS SPECIFICATION

Certified: 8/9/2024

Coordinator, Parent and Stakeholder Services

Pay Scale: B

Level: 16

FLSA Status: Exempt

Job Family: Administration

Primary Location: Administration Building

Department Overview

The Department of School Leadership provides leadership and support to all school principals and leads schools in a continuous school improvement process designed to accomplish the mission and strategic goals established by the school division. The Department of School Leadership includes the Chief of Schools and the offices of Elementary Education, Middle School Education, High School Education, and Athletics and Activities.

Job Overview

This position will assist parents and community members in the resolution of complaints, address the escalation of complaints for investigation as well as resolve complaints through intradepartmental coordination. This position will support offices within the Department of School Leadership (DSL) to include the level offices and Athletics in the multiple investigations required from complaints submitted or routed to the level offices. This position will allow Directors and Executive Principals to provide more targeted support to principals and school-based administrative teams. This position will also support the communication between central office staff and stakeholder groups to resolve complaints more efficiently. In collaboration with the staff of each department with DSL, this position will also serve as a consultant to school administrators regarding issues related to School Board Policy and practices related to students, parents, and the community.

Roles and Responsibilities

The following information is intended to describe the overall nature and scope of the work being performed. This is not a comprehensive listing of all responsibilities or tasks; work may differ and other work may be assigned when deemed appropriate.

- Assists parents and community members in the resolution of school-based complaints
- Supports in the escalation of complaints for investigation and resolution through interdepartmental coordination within the department
- Seeks to ensure resolution of concerns in a prompt manner
- Tracks, records, and monitors complaints submitted through various platforms
- Assists level offices in investigating and closing investigations that are under Policy 7014 Part II and Policy 7016
- Drafts final resolutions of complaints and responses to provide to level offices and the School Board
- Serves as a resource to school administrators regarding issues related to school board policy and practices related to students, parents, and the community
- Maintains confidentiality when communicating with multiple parties of the investigation and/or resolution of the complaint

Qualifications

Below are the minimum qualifications for this job. Equivalent combinations of education and experience are also acceptable.

Education

Bachelor's Degree; Master's Degree

Experience

Three (3) to five (5) years' experience as an assistant principal or equivalent administrative experience

Licenses and Certifications

Holds or is eligible for a Virginia Collegiate Professional License with an endorsement in Administration and Supervision PreK-12

Knowledge, Skills and Abilities

- Possess leadership characteristics necessary to work effectively with students, teachers, and parents
- Knowledge of the procedures and practices of K-12 school administration
- Knowledge of school division policies and regulations
- Knowledge of principles, practices, methods, and trends of fact finding
- Ability to establish and maintain collaborative working relationships
- Ability to handle sensitive and/or confidential information
- Ability to communicate effectively, both orally and in writing
- Ability to communicate and interact effectively with individuals of diverse backgrounds

Physical Requirements

The following provides a brief description of physical requirements for this job:

While performing the duties of this job, the employee is regularly talking, expressing or exchanging ideas by means of the spoken word. The employee must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly. The employee must possess normal cognitive abilities including the ability to learn, recall and apply certain practices and policies. Frequently sitting and/or remaining in a stationary position for long periods of time. Exerting up to 25 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Equal Opportunity Employment

The Loudoun County School Board seeks to cultivate a high performing team of professionals focused on its mission and goals. The School Board values merit and excellence within its workforce and encourages the highest levels of professionalism for all its employees.

The School Board also recognizes and values the diversity of the students and broader community it serves and encourages diversity within its workforce.

The Loudoun County School Board is an Equal Opportunity Employer. The School Board does not discriminate against qualified applicants or employees on the basis of actual or perceived race, national origin, ancestry, color, sex, sexual orientation, gender identity, pregnancy, childbirth or related medical conditions, marital status, age, religion, disability, genetic information, veteran status or any basis protected by law.

ADA Accommodations Disclosure

Under the Americans with Disabilities Act (ADA), Loudoun County Public Schools is required to provide reasonable accommodations to qualified employees with disabilities, unless doing so would pose an undue hardship. Qualified employees are those who hold the necessary education, skills, and experience for the job; and who can perform its essential responsibilities, with or without an accommodation.

Remote Work Disclosure

The following guidelines apply to jobs and positions where employees have been identified as having the potential to work remotely. Remote work is defined as completing one's duties and responsibilities at a site other than one's assigned duty location. In order to be eligible for remote work privileges, an employee must have demonstrated consistent, positive performance and have the support and approval of their direct supervisor. In addition, these employees must have reliable high-speed internet and a designated workspace that allows them privacy while completing sensitive and confidential work. Employees who are non-exempt and are working remotely will work their regular scheduled hours and gain prior approval from their supervisor if they work more than 8 hours a day or more than 40 hours in a workweek. Remote work privileges can be amended, changed, or revoked based upon the performance of the employee, as well as the needs of Loudoun County Public Schools.