
JOB DESCRIPTION: DIRECTOR, STUDENT SERVICES

DEPARTMENT:	Instruction	REPORTS TO:	Senior Director, Instructional Operations
JOB CLASS:	Director	PAY GRADE:	21
EXEMPT STATUS:	Exempt	DATE:	08/15/2012

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

The Director, Student Services supervises the school's instructional support programs in order to attain school goals through the delivery of quality programs in school counseling, academic integrity, ESE, literacy, and tutoring. The Director of Student Services oversees many of the school's support services targeted at students and parents. As a member of the President/CEO's Leadership Team, the Director, Student Services participates in the school's overall planning, development, and evaluation.

ESSENTIAL POSITION FUNCTIONS:

- Assist the VP of Instruction in development of applicable policies, priorities, and programs
- Direct the management of programs, activities, and functions consistent with school policy, priorities, and culture
- Oversee current instructional support programs and implement new programs and procedures to ensure school goals are met
- Lead and direct the Academic Integrity team, School Counseling team, ESE team, Literacy team, and Tutoring team
- Guide Instructional Leaders to identify problems and issues that can be resolved through the services provided by the instructional support teams
- Maintain visibility with assigned schoolhouses to ensure effective teaching, student achievement, and a safe and healthy environment
- Create and present required and applicable reports to various stakeholders in the organization
- Oversee and adhere to department budget
- Analyze school-wide data to determine effective online curricular and instructional processes and their impact on credit production
- Lead and manage assigned direct reports, ensuring team members have access to professional and personal growth within the organization
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:***Education/Licensure/Certification:***

- Bachelor's Degree; or equivalent combination of education and relevant experience
- Florida Certificate in Education Leadership; or a state recognized equivalent certification

Experience:

- Five years' successful teaching experience and three years minimum school leadership experience
- Three years' Gifted, Career, or STEM Programs experience
- Five years' management/leadership experience

Knowledge, abilities and skills:

- Ability to work with and through people to establish goals, objectives, and action plans
- Strong knowledge of online instructional strategies
- Knowledge of school management, operation and law
- Knowledge and understanding of the teaching and learning process
- Knowledge of state curriculum guidelines and assessment
- Strong verbal and written communication skills
- Strong organizational skills
- Ability to identify and analyze problems and make decisions
- Strong interpersonal skills to relate well to others and respond to needs appropriately
- Strong work ethic with the ability to prioritize, delegate and meet aggressive deadlines in a fast-paced environment

CORE COMPETENCIES FOR SUCCESS:

<p style="text-align: center;">COMMUNICATION SKILLS</p> <p><i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i></p>	<p style="text-align: center;">CUSTOMER FOCUS</p> <p><i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>
<p style="text-align: center;">INTERPERSONAL SKILLS</p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i></p>	<p style="text-align: center;">FUNCTIONAL /TECHNICAL EXPERTISE</p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i></p>

DIRECTOR COMPETENCIES FOR SUCCESS:

LEARNING ON THE FLY <i>Learns quickly when facing new problems; Is a voracious learner; Analyzes both successes and failures for clues to improvement; Experiments and will try anything to find solutions; Seeks out the challenge of unfamiliar tasks; Quickly grasps the essence and the underlying structure of most anything</i>	PRESENTATION SKILLS <i>Is effective in a variety of formal presentation settings: one-on-one, small and large groups, with peers, direct reports, and bosses; Is effective both inside and outside the organization, on both cool data and hot and controversial topics; Commands attention and can manage group process during the presentation; Can change tactics midstream when something isn't working</i>
PRIORITY SETTING <i>Spends his/her time and the time of others on what's important; Quickly zeros in on the critical few and puts the trivial many aside; Can quickly sense what will help or hinder accomplishing a goal; Eliminates roadblocks; Creates focus</i>	BUSINESS & FINANCIAL ACUMEN <i>Knowledgeable in current and possible future policies, practices, trends, technology, and information affecting his/her business and organization; Knows the competition; Understands and communicates the goals, objectives, competencies, and metrics associated with business success; Understands and applies knowledge of key organizational business drivers; Keeps abreast of the overall performance of the organization and adjusts allocation of finances based on progress against goals; Sets priorities by aligning organizational finances with strategic goals; Fosters an environment that encourages fiscal responsibility</i>
COMPOSURE <i>Is cool under pressure; Does not become defensive or irritated when times are tough; Can be counted on to hold things together during tough times; Handles stress well; Is not knocked off balance by the unexpected; Doesn't show frustration when resisted or blocked; Is a settling influence in a crisis; Consistently behaves in a professional manner</i>	DEALING WITH AMBIGUITY <i>Effectively copes with change; Can shift gears comfortably; Can decide and act without having the total picture; Isn't upset when things are up in the air; Doesn't have to finish things before moving on; Can comfortably handle risk and uncertainty</i>

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Orlando VLC or Remote (if remote, must reside in the state of Florida)
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.