

Director II, Team Engagement

Position Details

Job Code: U7101

Reference Code: A061

Division/Unit: Community Engagement

Classification: Professional-Technical and/or Licensed Administrator

Terms of Employment: [Step 43 of the Unified Administrative Salary Schedule, 12 Months](#)

FLSA STATUS: EXEMPT

Position Summary

This position functions as the director of the Team Experience department and serves as a responsible administrator in the Community Engagement Office. This position will build partnerships throughout our schools and staff by focusing on strengthening and improving internal communication for all of our staff, recognizing the outstanding work of our staff, and setting new customer service standards. The person selected for this position will be directly responsible to the Director III, Community Engagement Unit.

Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Responsible for leading and inspiring Clark County School District employees to enhance employee engagement, recognition, service, knowledge, skills, and morale through providing timely and appropriate coaching and feedback to employees.
2. Leads critical work to build and embed a performance culture within the District and drives the organization's performance management framework deeply grounded in equity.
3. Responsible for creating a leading a districtwide plan for employee recognition.

4. Leads cross-functional teams to address specific and emerging culture improvements the organization seeks to both seed and sustain.
 5. Responsible for driving the collective change vision and the strategy for the future state of the District working with multiple stakeholders and strategic initiatives.
 6. Works collaboratively with the Public Education Foundation (PEF) to maximize and measure the effectiveness of community and family partnerships directly supporting student success.
 7. Oversees the collection of data and assesses student, family, school, and community needs, assets, and resources to improve student success.
 8. Evaluates selected strategies and makes mid-course corrections to the customer service plan to best support continuous improvement.
 9. Manages and directs all customer service plans and strategies; assists all schools with those plans; directs and oversees districtwide data collection; and maintains accurate documentation for programs.
 10. Supervises and evaluates assigned staff and assists with division management functions, as assigned by the Executive Director.
 11. Develops and implements a program targeting the workforce of Clark County's largest employers to provide on-site training for Infinite Campus and other initiatives that will help parents monitor and participate in the success of their students.
 12. Provides regions and schools with data on customer service participation in training programs, principal and teacher participation in professional learning, and customer service feedback to improve family engagement and school climate.
 13. Develops department reports and publications.
 14. Facilitates and conducts regular meetings with internal staff, other District administrators, community leaders, and parent/guardian organizations.
 15. Directs and implements other assigned division and districtwide projects; develops, recommends, interprets, and evaluates policies, regulations, procedures, and standards, as required.
 16. Performs other duties related to the position, as assigned.
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Position Expectations

1. Effective computer skills, including proficiency in word-processing and database software.

2. Ability to work cooperatively and effectively with colleagues, parents/guardians, school and administrative personnel, and representatives of the community, state and federal organizations or agencies.
 3. Excellent written and verbal communication skills, including the ability to communicate effectively with parents/guardians and District staff.
 4. Ability to manage complexity to achieve business results.
 5. Ability to create an environment that supports and encourages respect, customer commitment, teamwork, enthusiasm and personal growth to establish an expectation that people can be their authentic selves.
 6. Ability to link customer service plans and activities to business results.
 7. Strong analytical abilities in order to accurately, assess employees' needs, evaluate feedback, and translate those into actionable recommendations to improve an organization's work environment.
 8. Demonstration of high-level of self-confidence, initiative, self-direction, and problem-solving skills.
 9. Must be customer-oriented, organized, and a self-starter.
 10. Strong organizational, planning, and time management skills, including the ability to take initiative, prioritize work, handle multiple tasks simultaneously, set goals, meet deadlines, and maintain accurate and detailed records.
 11. Strong analytical, reasoning, and problem-solving skills.
 12. Ability to speak in front of large and small groups.
 13. Ability to work independently, with little direct supervision as well as work as part of a team and deal with difficult individuals while maintaining composure.
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Position Requirements

Education and Training

An earned master's degree from an accredited college or university; or,
An earned bachelor's degree from an accredited college or university plus three (3) years of additional experience beyond the minimum requirement below can be substituted for the masters' degree requirement; or,
Currently serving as a professional-technical employee with the Clark County School District.

Licenses and Certifications

Hold or be able to acquire, by time of appointment to the position, the appropriate Nevada administrative endorsement, if applicable.

Experience

1. Have previously demonstrated five (5) years of successful licensed teaching experience in an accredited K-12 public or private school; and, be able to acquire, by time of appointment, appropriate Nevada school administrative endorsement; or, have previously demonstrated at least three (3) years of successful licensed teaching in an accredited K-12 public or private school; and, currently hold a valid Nevada school administrative endorsement.
2. A minimum of two (2) years' experience as a contracted administrator in an accredited K-12 public or private school or a minimum of two (2) years contracted administrative experience in a related position.
3. Three (3) years' experience in culture development and employee engagements
4. Experience and expertise in professional learning for staff, data-driven decision-making, data analysis, research design, program evaluation, and curriculum review.
5. Excellent public relations skills and experience working cooperatively with representatives of the community.
6. Demonstrated experience in administering customer service programs in conformity with board strategies, policies, budget constraints, and established personnel practices.
7. Successful performance in the position held at time of application.

-OR-

8. Satisfactory service in corresponding or related positions or at least five (5) years successful supervisory experience related to the administrative position.
9. A minimum of two (2) years of experience as an administrator in a related position.
10. Three (3) years' experience in culture development and employee engagements
11. Experience and expertise in professional learning for staff, data-driven decision-making, data analysis, research design, program evaluation, and curriculum review.
12. Excellent public relations skills and experience working cooperatively with representatives of the community.
13. Demonstrated experience in administering customer service programs in conformity with board strategies, policies, budget constraints, and established personnel practices.
14. Successful performance in the position held at time of application.

Preferred Qualifications

1. Experience in writing, implementing, and adjusting program plans, policies, and procedures.

2. Basic knowledge and understanding of federal and state education-related laws and regulations, along with District policies, regulations, and negotiated agreements.
3. Knowledge and/or experience in staffing.

When applying for an administrative position, candidates must meet the minimum qualifications as listed on the appropriate position vacancy announcement.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or military status or other characteristics protected by applicable law. Here at Clark County School District we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity we have the power to reflect the community we serve.

Job Revision Information

- Revised: 04/14/22
- Created: 11/23/21