



Job Title: **Exceptional Student Services Support Specialist**

Department: Exceptional Student Support Services

Reports To: Executive Director of Exceptional Student Support Services

Grade: BG-04

Number of Days: 12 Months

Security Access: Education Service Center

Overtime Status: Exempt

Last Revised Date: May 3, 2017

Mission and Vision: Tulsa Public Schools is the destination for extraordinary educators who work with our community and families to ignite the joy of learning and prepare every student for the greatest success in college, careers and life. Our mission is to inspire and prepare every student to love learning, achieve ambitious goals and make positive contributions to our world.

Core Values: Our core values guide how we work and interact with each other at every level of the organization. We embrace and embody these values every day:

- **Equity:** All children deserve the opportunity to develop their full academic and social potential. Our diversity is a community treasure, and we must foster an inclusive environment by examining biases and resolving unfair practices.
- **Character:** We are honest, trustworthy and have high standards of behavior. We do the right thing even when it is hard. While we do not always agree, we treat one another with kindness and respect.
- **Excellence:** We work hard together and expect a lot of one another because high standards produce exemplary knowledge, skills, abilities and mindsets.
- **Team:** We care for one another, support the personal and professional development of one another, and work together to improve our community.
- **Joy:** Joy at school and at work makes us more productive, because when we create, innovate and imagine, our motivation grows. We want to ensure that everyone knows the excitement that comes from working deeply on a problem, task or concept and experiencing breakthrough moments.

Position Summary: Provide administrative assistance to the executive director of exceptional student support services to ensure the efficient management of the department. Perform general office management duties, and some project coordination and execution. Coordinate with division's administrative staff to ensure superior service is provided to school leaders, teachers, and students. Work with directors and executive directors to support department action plans, priorities and adherence to key deadlines.

Minimum Qualifications:

- High school diploma or equivalent; Bachelor's degree preferred and/or equivalent work experience
- Five years in special education or related field, familiarity of special education programming and the IEP system

Responsibilities and Essential Functions: The following duties are representative of performance expectations. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.

- Provide operational and administrative support to the exceptional student services support office with a special focus on supporting the office of the executive director of exceptional student support services.
- Perform office management duties including managing schedules, meeting logistics, requisitions and purchasing, budget tracking, report preparation, and other related duties
- Provide outstanding customer service to internal and external customers including screening and referring calls appropriately, answer questions and follow up on requests
- Coordinate with administrative staff in all academic offices to ensure high quality services are provided to school leaders, teachers and students
- Coach and supervise the support staff team in the office of exceptional student services
- Support the development of strong processes and systems to maximize division effectiveness
- Perform some project coordination duties, including planning, prioritizing, and budgeting for selected projects
- Determine resources required for the successful operation of the office exceptional student services and proactively works across multiple departments to ensure such resources are secured
- Prepare regular status reports to the executive director of exceptional student services and other leadership team members
- Attend various meetings to communicate information, advice, recommend and make presentations created to present technical proposals/plans/documentation
- Exhibit a knowledgeable, passionate, and enthusiastic commitment to supporting exceptional student learning and success
- Display ability to work collaboratively with others on a team
- Perform other tasks, duties, or services consistent with this position as assigned

Skills and Abilities Required: The following characteristics and physical skills are important for the successful performance of assigned duties.

- Ability to effectively employ concepts and techniques of operational and office management
- Strong organizational skills, including keen attention to detail, and the ability to adhere to strict timelines
- Ability to effectively communicate both verbally and in writing, creating and making public presentations; ability to work independently and as a team
- Work on fast-paced, multiple projects of varying complexity with tight deadlines, continually adapting to changing priorities

- Ability to learn quickly, work in a fast-paced environment, and multi-task effectively
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Ability to cultivate trusting, respectful, professional relationships with team members across the organization
- Ability to provide high levels of customer service to meet varying team and individual's needs
- Seek and include diverse range of perspectives and contribute productively as a member of a diverse team
- Take initiative to develop self and peers while providing and seeking feedback for continuous improvement
- Embody core values and show initiative to support organizational priorities
- Proficiency in Microsoft Office products (Word, Excel, PowerPoint, Outlook)
- High comfort level with technology and the ability to troubleshoot issues and adept at learning new programs/platforms/applications quickly

Supervisory Responsibilities:

- Supervise office support staff

Working Conditions: Exposure to the following situations may range from rare to frequent based on circumstances and factors that may not be predictable.

- Regular office environment, including frequent use of electronic email, being able to sit for long periods of time without a break, etc.
- Must be mobile in order to attend events and meetings outside of regular work hours
- Normal effort of occasional periods of light physical activity

Tulsa Public Schools is committed to building a diverse and inclusive team of individuals who contribute to the district's mission with their talents, skills, and energy. Tulsa Public Schools is an equal opportunity employer and does not discriminate on the basis of race, religion, color, national origin, sex, sexual orientation, gender expression, gender identity, pregnancy, disability, genetic information, veteran status, marital status, age, or any other classification protected by applicable law.

Tulsa Public Schools also provides reasonable accommodations to qualified applicants and employees with disabilities. If you need an accommodation during the application process, please contact the district's talent management department at 918-746-6310 or the district's human rights and Title IX coordinator at 918-746-6517. You can also direct your request for accommodation in writing to the Tulsa Public Schools Education Service Center, Attn: Talent Management, 3027 S. New Haven Ave., Tulsa, OK 74114-6131.