



Board of Education of the City of St. Louis
CAREER OPPORTUNITY

Position Title:	Parent and Student Engagement Coordinator
Reports to:	12 Month
Job #:	0081
Payroll/Personnel Type:	Director of Family and Community Engagement
Shift Length:	8 Hours a Day
Union Eligibility:	Not Eligible

Position Summary:

St. Louis Public Schools is seeking a Parent and Student Engagement Coordinator to serve under the Director of Family and Community Engagement. The parent and Student Engagement Coordinator will be instrumental in facilitating the process regarding concerns, issues, and complaints through amicable dialogue and cooperative agreement.

Essential Functions:

- Coaches, counsels, supervises and provides training to Parent and Student Specialists
- Conducts initial legal review and analysis on issues of parental rights and custodial disputes
- Consults Legal Department for escalated cases to ensure compliance and equitable resolutions
- Coordinates with different departments to support and provide resources to SLPS families
- Establishes strategic goals to minimize the number of cases and concerns by working in cross-functional teams
- Analyzes data trends across District-wide departments
- Works with internal and external parties to resolve the issue(s) and mitigate concerns
- Escalates issues of potential legal or policy violations to appropriate District offices and other authorities
- Provides quality assistance to parents in understanding school and District policies and procedures as related to parent information and student code of conduct
- Collaborates with parents, students, administrators, and school staff to provide mediation and conflict resolution support
- Presides over mediations and provides suggested outcomes and resolutions to parties
- Coordinates voluntary school transfer requests
- Ensures quality customer service regarding parent/student concerns, issues, and complaints
- Establishes relationships with parents, students, administrators, and school staff to aid in obtaining needed services and resources
- Fosters communication and problem-solving with parents via email, phone calls, virtual meetings, and site visits
- Facilitates school-level outreach and support for parent and student engagement assisted by Family and Community Specialist
- Ensures compilation/documentation of accurate and complete data pertaining to parent/student concerns, issues, and complaints
- Maintains timely submission of records, reports, and data required for documentation to the Office of Family and Community Engagement
- Participates in District and community-sponsored professional development activities related to Essential Functions outlined



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- Participates in District and community-sponsored professional development activities related to family engagement
- Serves on committees in support of District initiatives (i.e., safety and security, health and wellness, code of conduct, etc.)
- Provides assistance and support to parents who receive No Trespassing Orders
- Performs other duties as assigned to ensure effective parent/student engagement

Knowledge, Skills, and Abilities:

- Knowledge of school/district policies and mandates related to parent information and student code of conduct
- Knowledge of school and neighborhood areas and cultures
- Commitment to serving parents, students, schools, and communities
- Ability to establish trusting relationships with all constituent groups
- Knowledge of values, behaviors, beliefs, cultures, and traditions
- Possession of strong and effective written/oral communication and presentation skills
- Passionate about improving public urban education; driven to make a difference
- Demonstration of initiative and problem-solving capabilities
- Demonstration of skills in providing mediation and conflict resolution
- Excellence in coaching, supervision, and high-pressure situations
- Proficiency in Microsoft Office programs
- Excellent organizational skills
- Exercised discretion and confidentiality on sensitive family, student, and personnel issues
- Ability to create charts and graphs using Excel and type forty words per minute

Experience:

- Working with culturally diverse parents/families in an urban educational setting
- Providing quality customer service in high-paced office settings
- Working in a professional environment
- Preferred three to five years of experience as a Parent and Student Specialist or commensurate role

Education:

- A minimum of 60 college credit hours or Para Pro certification

Physical Requirements:

- Must be physically able to operate a motor vehicle
- Must be able to exert up to 10 pounds of force occasionally, and/or a negligible amount of force constantly to lift, carry, push, and pull or otherwise move objects, including the human body
- Light work usually requires walking or standing to a significant degree

Working Conditions and Environment:

- Work is routinely performed in a typical interior/office environment
- Occasional commute to school sites within the District
- Very limited or no exposure to physical risk



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Disclaimer:

The information contained in this job description is for compliance with the Americans with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.

Review/Approvals:

_____	_____	_____	_____
Employee	Date	Immediate Supervisor	Date

_____	_____
Human Resources	Date

In connection with hiring for this position the district shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, age, disability, veteran status or national origin.