OFFICE OF HUMAN RESOURCES

Job Information

| Job Title: Chief Communications and School Performance Officer | Last Revised/Approved: |
| Reports To: Superintendent |
| Office: Office of the Superintendent | Department: |

Compensation Information

| Pay Grade: 18A | Pay Range: Please refer to the pay range sheet and review the pay grade to the left. |
| FLSA Status: Exempt | Term of Employment: FT |

Position Summary/Purpose:

Under the direction of the Superintendent, the Office of Communications and School Performance serves to assist the district and schools with communication needs and promote open and responsive internal and external communication. The chief promotes professional communication and information dissemination regarding the district matters. The chief shall provide leadership and oversight to coordinate the operations of assigned areas to ensure effective and efficient operations.

Essential Functions/ Core Competencies:

An essential function is a duty or responsibility that is fundamental to the job — a critical, or basic component of that job. An essential function cannot or should not be assigned elsewhere.

Note: An Essential Function must meet the following criteria:
✓ Does the job exist to do this function?
✓ Would taking this function from the job fundamentally change the job?
✓ Would there be significant consequences if this function were not performed?
✓ Can other employees do this function if necessary?
✓ How much time per week is spent doing this function?
✓ Do people in similar positions elsewhere do this function?

- Decision Quality and Problem-Solving
- Communication and Customer Service
- Professionalism
- Equity, Access and Inclusion

- Maintain communication with the Superintendent that is timely, accurate and honest related to emerging situations.
- Serve as primary contact for media and public relations situations.
- Directs and reviews the development and dissemination of media releases and public relations issues.
- Establish effective vehicles for communicating internally and with the community at large.
- Assist schools with communication needs and promotes open and responsive communication between schools and their respective communities.
- Provide leadership in the coordination and implementation of continuous school improvement.
- Promote and assist in strategic planning efforts to include the establishment of annual organization goals and objectives. Supports the Superintendent’s implementation of the goals and objectives.
- Serve as a member of the senior team and provide support and assistance to the other members of the team as needed.
• Direct and supervise the operations of Communications and Marketing, Contracted School Services, Equity, Access and Inclusion, Research, Assessment and Data, Strategic Partnerships and Customer Service as well as Strategy and Enterprise Initiative.
• Represent MPS with a strong, positive image and promotes advocacy for the district.
• Assist in preparing policy recommendations as requested by the Milwaukee Board of School Board Directors or the Superintendent.
• Supervise and evaluate the performance of assigned personnel.
• Support the MPS Strategic Plan.
• Perform other duties as assigned.

Job Requirements:

Education Requirements:

• Position requires a master’s degree in an educational field

Experience Requirements:

Knowledge, Skills and Abilities:

• Effective oral and written communications skills are essential.
• Must possess interpersonal skills that will facilitate work with all levels of management.
• Must be able to exercise sound judgment to make decisions based upon research
• The ability to negotiate and communicate effectively, prepare technical documents and summaries is necessary.
• Ability to work under pressure with time constraints, be versatile, adaptable and maintain confidentiality.
• Must be able to multi-task and work with varying deadlines.
• Computer skills with advanced knowledge of MS Office products is required

Working Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

• General office environment.
• Occasional travel to other MPS locations is necessary.
• Must have a valid driver's license and personal vehicle.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodation.

General office environment, must be able to handle light lifting and occasional standing, bending.

Equal Opportunity:

It is the policy of the District that persons seeking employment with the District shall not be discriminated against in employment by reason of their age, race, creed, color, religion, handicap or disability, pregnancy, marital or parental status, sex, citizenship, national origin, ancestry, sexual orientation, arrest record, conviction record, military service, membership in the National Guard, state defense or reserves, political affiliation, use or nonuse of lawful products off the employer's premises during nonworking hours, declining to attend a meeting or to participate in any communication about religious matters or political matters, the authorized use of family or medical leave or worker's compensation benefits, genetic information, physical, mental, emotional or learning disability, or any other factor protected by local, state or federal law in all employment practices including terms, conditions and privileges of employment.

Reasonable accommodations shall be made for qualified individuals with a disability, unless such accommodations would impose an undue hardship on the District. Requests for accommodations under the Americans with Disabilities Act or under the Wisconsin Fair Employment Act must be submitted to the Employee Rights Administration Department in the Office of Human Capital.