Director - Operations and Administrative Services

Related positions are contingent on board approval.

Under the direction of the Executive Director - Special Education and Student Support, the Director of Operations and Administrative Services is responsible for overseeing the administrative functions of City Schools Office of Special Education. The Director provides leadership in the areas of fiscal management, special education staffing, intraoffice training and development, and operational infrastructure. The Director collaborates with district and school administrators to ensure that systems, staff, processes, and procedures are in place to ensure special education services are effectively delivered to students with disabilities. This Director also manages a team of staff responsible for ensuring the efficient regular operations of the department. Additionally, the Director works closely with community partners and advocacy organizations to ensure that the district’s special education services meet the needs of all students.

Essential Functions

- Directs and supervises the activities of the operational and fiscal management component of the Office of Special Education (OSE).
- Develops and maintains systems and processes to support the effective operations of OSE, including data management, communication, and material and technology infrastructure.
- Oversees the budget process for OSE, including the creation of annual special education budget guidance for school-based special education programming and services.
- Ensures proper utilization of budgets for special education programs, including allocating resources, ensuring compliance with state and federal regulations, and monitoring of funds.
- Oversees the recruitment, hiring, onboarding, and performance management of staff within OSE.
- Develops and monitors time and expense project budgets. Develops project plans, work breakdown, structures and schedules required to successfully complete projects on time and within budget constraints.
- Manages assigned staff in the development, design, review, implementation and periodic evaluation of project plans and strategies to support the achievement of goals and objectives.
- Plans and controls staffing and performs other human capital, finance, and payroll related functions for assigned employees. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods.
- Provides appropriate supervision, mentoring and professional growth and development opportunities to assigned staff. Such responsibilities include staff performance reviews, and the development and implementation of professional growth plans to include keeping abreast of current developments, literature, and technical sources of information.
- Leads staff in the design, development, implementation, monitoring and documentation of quality and reliability improvement plans and procedures.
- Collaborates with district and school administrators to develop policies and procedures related to special education services and provides guidance and support in their implementation.
- Establishes and maintains relationships with community organizations, advocacy groups, and other stakeholders to ensure that the district's special education operations and fiscal strategies are responsive to the needs of all students.
- Provides training and professional development for school-based and central office staff and administrators.
- Participates in meetings with school board members, parents, and community members to provide updates and receive feedback on special education programs and services.
- Performs and promotes all activities in compliance with equal employment and non-discrimination policies; follows federal laws, state laws, school board policies and the professional standards.

**COMPETENCIES**

- Customer Focus - Commits to meeting the expectations and requirements of internal and external stakeholders; acts with stakeholders in mind; values importance of providing high-quality customer service.
- Interpersonal Skills - Builds constructive and effective relationships; uses diplomacy and tact to diffuse tense situations; can put others at ease and disarm hostility.
- Managing Relationships - Responds and relates well to people in all positions; is seen as a team player and is cooperative; looks for common ground and solves problems for the good of all.
- Functional/Technical Skills - Possesses required functional and technical knowledge and skill to accomplish job tasks at a high level; demonstrates active interest and ability to enhance and apply new functional skills.

**Maximum Salary** $150,331.00  
**Minimum Salary** $112,750.00

**Desired Qualifications**

- Bachelor's degree required. Master's degree in education administration, business administration, Industrial/Organizational Psychology, or related field preferred. Degree(s) must be conferred from an accredited college or institution.
- Five years of experience in supervisory/administrative/leadership roles with personnel and financial management experience.
- Excellent verbal and written communications skills, including negotiating skills.
- Excellent time management and organization skills.
- Effective and demonstrated leadership and supervisory skills.
- Experience in utilizing data to track and manage processes and to make effective decisions.
- Proficient in the use of Microsoft Office computer applications.
- Preferred: Demonstrated knowledge of legal mandates and requirements governing education, special education, and/or related service provision requirements.

**Full time**

**Additional Details**
Qualified candidates for the above position must submit the following:

- Completed online application
- Resume that clearly demonstrates the above minimum qualifications. It is important that you include all experiences and education related to the position to which you are applying.
- Upload copies of all transcripts - undergraduate, graduate and all MSDE Certifications
- Must provide three (3) professional references to include: name, title, business address, e-mail address and phone number
- All documentation/certification necessary (scanned copies accepted) to substantiate minimum qualifications; must be uploaded into application
- All documentation must be scanned and uploaded to application

**Benefits**  -- This position is eligible for benefits. To review the available options please see the information relevant to the union for this position by viewing the following link: http://www.baltimorecityschools.org

- Baltimore City Public Schools ("City Schools") does not discriminate in its employment, programs, and activities based on race, ethnicity, color, ancestry, national origin, nationality, religion, sex, sexual orientation, gender, gender identity, gender expression, marital status, pregnancy or parenting status, family structure, ability (cognitive, social/emotional, and physical), veteran status, genetic information, age, immigration or citizenship status, socioeconomic status, language, or any other legally or constitutionally protected attributes or affiliations. Discrimination undermines our community's long-standing efforts to create, foster, and promote equity and inclusion for all. Some examples of discrimination include acts of hate, violence, harassment, bullying, or retaliation. For more information, see City Schools' non-discrimination statement. City Schools also provides equal access to the Boy and Girl Scouts and other designated youth groups.

For inquiries regarding the nondiscrimination policies, please contact the Equal Employment Opportunity Manager, 200 E. North Avenue, Room 208, Baltimore, MD 21202; 410-396-8542 (phone); 410-396-2955 (fax).

**This position is not affiliated with any bargaining unit. This position is affiliated with the City Retirement Plan.**