Position Title: Chief Operating Officer

Contract Length: 12M

Date: 10/21/15

Date of Last Revision: 01/13/21

Job Code: 002040

Pay Grade: B

FLSA Exemption Status: E

Job Family – Administration

Job Summary
Provides oversight for all aspects of business operations of the Houston Independent School District to ensure effectiveness and efficiency in all district functions.

Major Duties & Responsibilities

List most important duties first

1. Manages the direction and control of the Transportation, Nutrition Services, and Construction and Facilities Services departments to increase the efficiency and effectiveness of the District.

2. Interprets the requests, directives, plans, and objectives of the Superintendent of Schools to department heads and evaluates the quality and timeliness of the responses.

3. Establishes and monitors quality control measures for services provided to district superintendents and schools by the departments.

4. Directs and approves implementation of the budget development and strategic planning processes.

5. Advises the Superintendent of Schools in meetings with business professionals, the community, and business and political entities regarding District functions.

6. Performs other job-related duties as assigned.
**EDUCATION**
Bachelor's Degree; Master's degree preferred

**WORK EXPERIENCE**
7+ years

**TYPE OF SKILL AND/OR REQUIRED LICENSING/CERTIFICATION**
Microsoft Office
Office equipment (e.g., computer, copier)

**LEADERSHIP RESPONSIBILITIES**
Strategic oversight for multiple departments and/or a major division or for the entire district. Provides strategic direction and develops long-range plans which impact multiple departments or divisions. Using in-depth knowledge of multiple disciplines, identifies and evaluates high-impact issues, and provides strategy and direction to a major functional area or multiple departments. Establishes programs and policies, and ensures integration of operational objectives across multiple, major departments, program areas and possibly district wide.

**WORK COMPLEXITY/INDEPENDENT JUDGMENT**
Work is highly complex and broad in scope covering several departments/divisions across HISD. Policy, procedures and precedent are created and approved by this position. Supervision received typically consists of providing periodic coaching, advice and feedback.

**BUDGET AUTHORITY**
Approves budgets.

**PROBLEM SOLVING**
Greater latitude and discretion is warranted in making decisions, which affect major areas of HISD and possibly the organization's public image. The job is constantly expected to apply creative solutions to complex problems and develop new ideas and concepts. Reviews and approves decisions and/or recommendations that may have a significant impact on the entire organization.

**IMPACT OF DECISIONS**
Decisions have a major impact to multiple divisions or the organization and may impact the general direction of HISD. Errors may cause continuous adverse influence on the future operations of the organization, in matters involving important customer commitments, organizational liability, and other matters which may appreciably affect future costs.

**COMMUNICATION/INTERACTIONS**
Oversee and direct - serves as one of the organization's senior level spokespersons in area of expertise, defines and champions change initiatives, organizational strategies, services, policies and practices. Interactions are typically with Top Management, the Board, and community and business leaders.

**CUSTOMER RELATIONSHIPS**
Anticipates customer needs, identifies and champions opportunities for the development and implementation of new services and methods to meet or exceed customer needs. Establishes customer service standards and feedback mechanisms across departments.

**WORKING/ENVIRONMENTAL CONDITIONS**
Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements. Ability to carry and/or lift less than 15 pounds.