



Parent Services Specialist Job Description

Position Title: Parent Services Specialist

Reports to: Director of Parent Services

FLSA Status: Exempt

Work Schedule: Full-time

Approved: March 2023

About Every Kid Counts Oklahoma (EKCO)

EKCO is uniquely positioned to effect change in the Oklahoma education system by encouraging partnerships with existing education-centered organizations across the state and providing a platform for leaders to have their voices heard for education reform in Oklahoma.

Job Description

A Parent Services Specialist is responsible for working directly with parents, teachers, and school administrators to create specialized plans for students that will improve their educational outcomes. The Parent Services Specialist will connect with parents; provide information on how parents can collaborate with their school; connect them with resources and tools on ways to effectively advocate for their child.

Primary Job Responsibilities

- Effectively manages projects, resources and directs program improvement to accomplish projects and tasks, including keeping our CRM platform up-to-date
- Responds to parent outreach in a timely, helpful, and appropriate fashion
- Assists and coaches parents through the IEP process to ensure that they have an equal voice in their child's education
- Connects parents with educational resources and opportunities to meet the individual needs of their child
- Reports all outreach efforts on a monthly basis to the Director of Parents Services and quarterly to the EKCO Board of Directors
- Represents EKCO at education focused events, which may include nights and weekends
- Collaborates with and serves as a resource to schools, educational organizations, and other non-profits
- In collaboration with Director of Parent Services, creates relevant content, and resources for the EKCO website
- Will assist the Communications Director in securing parents to share their educational experiences through LTEs, OPEDs, videos, social media and other formats
- Other duties as assigned

Key Abilities and Requirements

- Bachelor's degree from an accredited university, preferred in education, policy, or management
- Three to five years of experience in education or nonprofit environment
- Experience leading in a fast-paced, entrepreneurial environment; adaptable when managing multiple, shifting priorities; ease at managing competing demands and determining priorities independently
- Outstanding organizational and time management skills
- Excellent verbal and written communications skills
- Travel will be required - across Oklahoma for parent meetings, and occasionally nationally for conferences. A valid driver's license and auto insurance is required.

Preferred Skills and Abilities

- Experience with working through the IEP/504 process
- Already has or willing to obtain Master IEP Coach® certification
- Work with parents in an education setting or for an education-related nonprofit
- Prior education experience

Salary and Benefits

Salary for this position is competitive and depends on prior experience. In addition, a comprehensive benefits package is included.

Work Environment

The EKCO main office is located in Oklahoma City at 309 NW 13th Street in a two-story structure with no elevator. Accommodations will be made for meetings on the first floor if needed. Some locations visited during the course of executing job duties may not be wheelchair accessible and some time may be spent participating in outside activities.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle, or feel, such as keyboarding and writing. The employee frequently is required to reach with hands and arms and talk and hear. Must have visual acuity to read and draft reports, memos, letters, etc. Specific vision abilities required by this job include vision adequate for the incumbent to perform the responsibilities and functions of the job efficiently. Must be able to walk, climb stairs, kneel, crouch, crawl, and lift arms and hands above shoulder level. Must be able to lift and carry items up to 25 pounds occasionally. Must be able to manually operate and use a computer. Must be able to clearly hear and understand telephone conversations. Must be able to speak and communicate clearly.

The qualifications, physical demands and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with

disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

Equal Opportunity Employer

To provide equal employment and advancement opportunities to all individuals, employment decisions at EKCO will be based on merit, qualifications and abilities. EKCO does not discriminate in hiring, promotion, or any other aspect of your employment on the basis of race, color, religion, gender, age, national origin, physical or mental disability, marital status, sexual orientation, or any other characteristic protected by law.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.