

COMPLIANCE SPECIALIST

DEFINITION:

Under the supervision of the Director of Compliance, perform legal compliance functions. These include intake and analysis of complaints/concerns and investigations. Prepare related reports, responses, and discipline documents.

QUALIFICATIONS:

Any combination equivalent to:

Experience: Three years of diversified experience involving complaint investigations and responding to complaints in education, legal, or human resources field of work.

Education: A bachelor's degree in legal studies, education, human resources, or related field. Paralegal education is preferred.

Other: A valid California driver's license and availability of private transportation.

DISTINGUISHING CHARACTERISTICS:

This position is distinguished by the performance of a full range of professional compliance-related duties as assigned, working independently, applying skills and knowledge to compliance and related liability. The individual in this role must have excellent verbal and written communication skills, must maintain a professional demeanor in all interactions, and must ensure confidentiality of internal District matters involving employees, students, and families.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Under the direction of the Director of Compliance, incumbent will:

- Responsible for intake, investigation, written responses, and implementation of corrective action regarding District-wide complaints, including but not limited to general complaints, complaints against employees, uniform complaints, Title IX complaints, grievances, discrimination in employment complaints, CDE complaints, EEOC complaints, OCR complaints, and CCRD complaints.
- Responsible for intake, investigation, and recommendations regarding employee misconduct and discipline matters.
- When appropriate, conduct informal fact finding to better understand the issues from all perspectives, while maintaining objectivity and confidentiality.
- Prepare initial drafts of investigation findings letters, employee discipline documents, and other closure documents.
- Provide advice to site administrators and District managers regarding various levels of complaints and resolutions.
- Facilitate conflict mediation when needed.
- Review, analyze, and respond to requests for records such as subpoenas, Public Records Act requests, and Requests for Information.
- Intake, analyze, and engage in interactive process with employees.
- Track status of investigations and record final disposition of same.
- Prepare and maintain detailed records of complaints, interactive process matters, and employee discipline matters.
- Report child abuse and sexual assault cases to appropriate agency within established legal time limits; assure teachers and administrators follow proper reporting procedures.
- Establish and maintain effective communications and relations with administrators, employees, parents, and law enforcement personnel throughout the investigative process.
- Assist with compliance under Federal Program Monitoring.
- Plan, prioritize, and organize work to meet deadlines.
- Make recommendations based on investigation findings for additions and/or revisions to policies, procedures, and collective bargaining agreements.
- Perform training for staff regarding complaints and investigations.
- Create and maintain templates for use in compliance investigations, complaints, grievances, and progressive discipline.
- Perform other related duties as assigned.

KNOWLEDGE:

- Applicable laws, codes, regulations, standards, policies, and procedures.
- District Board Policies, Administrative Regulations, and Collective Bargaining Agreement practices and procedures.
- District organization, operations, policies, and objectives.
- Interview and fact analysis techniques.
- Oral and written communication skills.
- Interpersonal skills such as empathy, tact, patience, and courtesy.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Confidentiality rights of employees, students, staff, and families.

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ABILITIES AND SKILLS:

- Participate effectively in interviews with all levels of staff, students, and families.
- Perceive and anticipate implications of decisions and recommendations to the District.
- Communicate professionally and effectively orally and in writing.
- Establish and maintain effective working relationships with all levels of District staff and the public.
- Analyze situations accurately and adopt an effective course of action.
- Work independently with initiative and limited direction.
- Read, interpret, apply, and explain rules, regulations, policies, and procedures.
- Maintain consistent, punctual, and regular attendance.
- Operate standard office equipment including, but not limited to, a computer and related software applications.

PHYSICAL REQUIREMENTS:

Physical abilities include the usual and customary methods of performing the job's functions and require the following physical demands: occasional lifting, carrying, pushing and/or pulling; some climbing and balancing, some stooping, kneeling, crouching; reaching, handling, touching and/or feeling; manual dexterity to operate a telephone and enter data into a computer.

Significant physical abilities include ability to sit at a desk, conference table, or in meetings of various configurations for extended periods of time; see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, computer screens and printouts; hear and understand speech at normal room levels and hear and understand speech on the telephone; speak in audible tones so that others may understand clearly in normal conversations.

WORK ENVIRONMENT:

- The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate.
- Employees in this position will be required to work indoors in a standard office environment and come in direct contact with district staff and the public.