



RUSD

RIVERSIDE UNIFIED
SCHOOL DISTRICT

CLASS TITLE: COORDINATOR, RESOLUTIONS

WORK YEAR: 12 Months

REPORTS TO: Assistant Superintendent of Personnel - Leadership & Development

PRIMARY FUNCTION:

Act as a resource and liaison among central office staff, educational area school site staff, parents, and community members to resolve a wide variety of issues related to the educational program within a specific educational area; independently perform operational and technical duties related to parent engagement and department support. Respond to complaints following district policies and procedures to resolve complaints.

ASSIGNED RESPONSIBILITIES:

- Review complaints, gather information from individuals filing complaints, interview all parties involved. Resolve all complaints at the most immediate level. Provide written information reporting results of the complaint.
- Perform a variety of services as a communication link between the school and members of the educational community, including those who are linguistically and culturally diverse
- Assists community members in understanding program goals and objectives, and enlist their support and involvement in the educational process
- Perform follow-up functions and activities in resolving student attendance, welfare and other child related problems
- Debrief cabinet on volume of complaints, level of resolution, and demonstrated best practices.
- Assist in creating a greater understanding of educational procedures, issues and concerns
- May provide translation and interpretative services pertaining to both oral and written communication, which include participation in confidential and sensitive conferences with school community members
- Participate in home visitation activities to ensure appropriate communication, and to assist parents and other educational community members in their awareness of youth and community service agencies and groups
Maintain ongoing, effective communication with parents, schools, community, and central office staff regarding school programs; develop and support parent outreach programs
- Title IX Investigator - Responsible for conducting interviews with all relevant parties, gathering and preserving evidence, and preparing a comprehensive written investigative report.
Impartiality, confidentiality, and adherence to the district's Title IX grievance procedures are ensured throughout the investigative process. Does not make findings of responsibility but ensures a thorough and equitable record is compiled for review.
- Develop surveys, gather facts, and analyze reports and records.
- Research, interpret, and explain district policies and procedures and Education Code

- Assist with administrative detail; conduct special studies and prepare narrative and statistical reports; maintain records
- Assist in the development, evaluation, implementation, revision, and interpretation of policies, programs, and procedures
- Coordinate and prepare materials for department conferences, collaborative, and study groups
- Catalogue and respond to records requests.
- Perform related duties as assigned

ESSENTIAL JOB REQUIREMENTS:

KNOWLEDGE OF:

- Socio-economic problems in the community
- Modern office procedures and methods
- Correct English usage, grammar, spelling, punctuation, and vocabulary Procedures, methods, techniques and strategies utilized in the development of school and community liaison processes

ABILITY TO:

- Communicate effectively orally and in writing
- Establish and maintain effective working relationships with all levels of staff, students, and the public
- Demonstrate good judgment, tact, diplomacy, patience and courtesy Operate standard office equipment, including computers and related software applications Prepare narrative and statistical reports
- Analyze situations accurately and adopt an effective course of action Work independently with little direction
- Plan and organize work to meet schedules and time lines
- Maintain records; prepare reports and correspondence
- Read, interpret, apply, and explain rules, regulations, policies, and procedures
- Communicate confidently and credibility with internal and external stakeholders
- Possess and develop relationship building skills

EDUCATION AND EXPERIENCE:

- Bachelor's degree
- Master's Degree or higher
- Minimum of three (3) years of site administrator experience preferred

LICENSES AND OTHER REQUIREMENTS

Possession of a valid California driver's license and availability of private transportation may be required for some positions in this job class (mileage expense allowance provided)

WORKING CONDITIONS:

ENVIRONMENT:

- Indoor – frequently
- Outdoor – occasionally
- Ability to work at a desk and in meetings of various configuration

PHYSICAL ABILITIES:

- Hearing and speaking to exchange information; seeing to read, prepare, and proofread documents
- Sitting for extended periods of time
- Dexterity of hands and fingers to operate a computer keyboard and other office equipment
- Kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lifting light objects

Mental:

- Ability to organize and coordinate schedules
- Ability to analyze and interpret data
- Problem solving
- Ability to communicate with the public
- Ability to read, analyze and interpret printed matter and computer screens
- Ability to create written communication so others will be able to clearly understand the written communication
- Ability to communicate so others will be able to clearly understand a normal conversation.
- Ability to understand speech at normal levels.