

MODESTO CITY SCHOOLS

JOB DESCRIPTION

SUPERVISOR-HUMAN RESOURCES COMPLIANCE

DEFINITION:

Under the direction of the Deputy Superintendent, Chief Human Resources Official, coordinate the review, research and resolution of complaints received; provide leadership in investigations and address compliance issues through staff training and in-service; process and record complaint reports according to established procedures; maintain confidentiality of sensitive and privileged information.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Receive and field complaint and other issues in support of the Human Resources Department and the District; conduct administrative investigations and grievance processing and reviews; participate in the intervention and resolution of complaints and issues for parents, employees and community members within the District; resolve student profile verification issues or complaints.
- Provide guidance and assistance to site administrators and department staff for complaint referrals; initiate and coordinate investigations, staff interviews, formal interactive processes and procedures to gather information and assess complaint merits and legal obligations; resolve and/or make recommendations for final determination.
- Process and record complaint reports; record complaints on assigned computer system as necessary; maintain District required documentation on individual administrative investigations, key events of interactive complaint process, and key evidence collected and used in the course of the investigation; file reports.
- Prepare letters, correspondences, and other written reports and materials as necessary in the process of investigations and complaint resolutions.
- Facilitate the implementation of the District's policies and procedures related to Section 504/ADA, and ensure that they are applied consistently across the district at each school building; coordinate the revisions to district policies and procedures related to Section 504/ADA, as necessary, to ensure that they are up-to-date and consistent with current requirements under these laws; conduct interactive investigations and interviews with staff meeting ADA guidelines.
- Prepare and present training and in-service to District staff regarding various compliance issues and procedures including receiving complaints, conducting formal investigations, required reports and documentation, guidance for issuance of discipline, engaging in the interactive process with employees, conducting state required mandated reporter trainings, and other related issues.
- Maintain current knowledge of State and Federal Labor Law Compliance.
- Communicate with administrators, personnel and outside organizations to coordinate activities, resolve issues and conflicts and exchange information.

OTHER DUTIES:

- Perform related duties as assigned.

REQUIRED QUALIFICATIONS:

Education and Experience:

- Any combination equivalent to: Bachelor's Degree in a field related to the position and two (2) years of full-time experience in public and/or private schools system or two (2) years of fulltime Human Resource experience in private sector.

DESIRABLE QUALIFICATIONS:

- Three years of Human Resources Management experience.
- Major/Minor in Personnel Management.

- Valid California Administrative Credential.

Knowledge of:

- Management, budgets and contract administration principles and practices.
- Effective Supervision techniques.
- Community needs, interests and concerns.
- Public information principles and techniques.
- Evaluative instruments and interpretative procedures.
- Problem solving processes and techniques.
- Laws, rules and regulations related to human resources operations and activities.
- District and school site operations and procedures.
- Mandated reporter laws.
- Interpersonal skills including tact, patience and courtesy.
- Correct English usage, grammar, spelling, punctuation and vocabulary.

Ability to:

- Receive and field complaint and other issues in support of the Human Resources Department and the District.
- Participate in the intervention and resolution of complaints and issues for parents, employees and community members within the District.
- Interpret and implement complex oral and written directions.
- Process and record complaint reports according to established procedures.
- Maintain confidentiality of sensitive and privileged information
- Plan and organize work.
- Meet schedules and time lines.
- Communicate effectively both orally and in writing.
- Operate a computer and other office equipment.
- Determine appropriate action within clearly defined guidelines.
- Work independently with little direction.
- Prepare and maintain records, reports, forms and files.
- Read, write and speak in a designated second language.

WORKING CONDITIONS:

Work Environment:

- Indoor/Outdoor environment.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Dexterity of hands and fingers to operate a computer keyboard.
- Hearing and speaking to exchange information and make presentations.
- Seeing to read a variety of materials.
- Sitting for extended periods of time.
- Bending at the waist, kneeling or crouching to file materials.
- Contact with dissatisfied or abusive individuals.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.

Cabinet Approved: 4/1/2014

Unit Approved:

Board Approved: 4/28/2014

FLSA Status: Exempt

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