

**Student Support Resolution Specialist**  
(Classified Bargaining Unit Position)  
(Range 31)

**DEFINITION**

Under general supervision of the Assistant Superintendent/Vice President Student Support or designee, assist in the administration of support services for students, faculty, staff and the general public, provide information regarding Education Code and District policies, rules and regulations, and assist with the interpretation of such policies, rules and regulations. Perform a variety of difficult and responsible clerical work and other related duties as required.

**DISTINGUISHING CHARACTERISTICS**

The Student Support Resolution Specialist is distinguished from other classes in the Student Services Support Series by the requirement that incumbent(s) have general knowledge of instructional program organization and extensive knowledge of student support services; that incumbent(s) have a working knowledge of District policies, rules and regulations, and the organizational structure; and that incumbent(s) independently assemble, compile, and report related data.

This position promotes student learning and/or institutional effectiveness by assuring that the Assistant Superintendent/Vice President Student Support or designee embodies a positive and constructive approach to site management, that the office works in a cooperative and collaborative manner with multiple departments and divisions and that the office provides speedy resolution to problems and concerns through research, facilitation and/or appropriate referral.

**ESSENTIAL FUNCTIONS**

- Serve as a resolution point of contact for students, faculty, staff, and the general public;
- Provide information to students, faculty, staff and public regarding Student Support Services and College policies, practices, and procedures;
- Assist in crisis intervention for students and staff in the absence of the Assistant Superintendent/Vice President Student Support or designee, making necessary referrals;
- Work with and maintain confidentiality of personnel and student records, data information and other sensitive files;
- Research and provide information through California Education Code, FERPA (Family Educational Rights and Privacy Act), Privacy Act, Cuesta Board Policy, Faculty Manual, Chancellor's Office, Internet and other sources;
- Provide policy information regarding student appeals processes and assemble supporting documentation;
- Perform background checks for student discipline history with FBI and private investigators;
- Assist with student discipline and misconduct processes including student dismissals;
- Initiate a hold on student records as required;
- Maintain files on student discipline, grievances, and traffic citation hearing for San Luis Obispo campus students;
- Explain dismissal process and status, setup reinstatement contract meeting;
- Defuse angry students, faculty, staff, and public and facilitate timely problem resolution;
- Act as a liaison between students, faculty and/or staff;
- Apply admission, registration and record keeping rules, regulations, and policies;
- Provide technical support and troubleshoot equipment problems;
- Maintain the department webpage, channels and groups;

- Design flyers, brochures, and presentation packets;
- Develop, update, and maintain procedure manuals and forms as required;
- Schedule appointments for the Assistant Superintendent/Vice President Student Support or designee;
- Order, receive, organize, and maintain materials and supplies;
- Assemble data, compile, and compose correspondence;
- Perform general to complex clerical tasks; work independently with a minimum of supervision;
- Establish and maintain cooperative working relationships with those contacted in the performance of duties;
- Communicate effectively orally and in writing;
- Demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students and of staff and students with physical and learning disabilities;
- Perform other duties as required.

**Duties may require the ability to:**

- See for the purpose of reading regulations, laws and codes, rules and policies, and other printed matter;
- Hear and understand speech at normal levels;
- Speak so that others will be able to understand a normal in-person and telephone conversation;
- Sit or stand for extended periods of time;
- Lift and/or carry 25 pounds;
- Exert manual dexterity sufficient for keyboard and other office equipment operation.
- Understand and carry out oral and written directions;

ESSENTIAL FUNCTIONS OF PARTICULAR POSITIONS WITHIN CLASSIFICATIONS MAY VARY BECAUSE JOB DUTIES MAY VARY BY WORK LOCATION.

**QUALIFICATIONS**

**Education:**

Required

- Associate degree, including or supplemented by secretarial science, office management, public relations courses and conflict resolution and mediation courses.

**Experience:**

Required

- Either three years of secretarial experience equivalent to the Secretary II level at Cuesta College or four years of increasingly responsible secretarial/clerical experience;
- Secretarial/clerical experience in a school or community college preferred.

**Or any equivalent combination of education and experience.**

**Knowledge of:**

- College organization, policies, rules, and programs;
- Conflict resolution and mediation techniques;
- How to work effectively with students, faculty, staff and public;

- Current technologies, personal computer, and associated office software such as word processing, spreadsheet, presentation, and/or database software;
- Correct usage of English, grammar, spelling, punctuation, and vocabulary;
- District policies and procedures.

**License and Certificates** (current within the last year):

Required

- Minimum 50 wpm Keyboarding/Typing certificate

Preferred

- Certificate in Conflict Resolution, Mediation techniques and Communication skills.

CCCUE Approval: 09/24/2007  
Board of Trustee Approval: 10/03/2007