

STUDENT SUPPORT RESOLUTION COORDINATOR
(Classified Bargaining Unit Position)
(Range 35)

DEFINITION

Under general supervision of the Assistant Superintendent/Vice President Student Services and College Centers, informally mediate solutions for students in collaboration with various divisions, departments and college employees across the district, thoroughly document due process proceedings and the fair and equitable treatment of students, provide administrative support for student judicial proceedings and provide students, faculty, staff and the general public, information regarding Education Code and district policies, rules and regulations, and assist with the interpretation, clarification, and enforcement of such policies, rules and regulations. Resolution assistance for students includes student code of conduct violations, student mental health and well-being concerns, student concerns/complaints, extenuating circumstance petitions and appeals, and student crisis intervention.

DISTINGUISHING CHARACTERISTICS

The Student Support Resolution Coordinator is distinguished from other positions by the requirement that incumbent(s) have extensive technical knowledge of all departments with whom students have direct contact including Academic Affairs, Administrative Services and Student Services; that incumbent(s) have a working knowledge of District policies, rules and regulations, and the organizational structure; that incumbent(s) independently assemble, compile, and report related data; and that incumbent(s) have strong critical thinking, problem solving, and diplomacy skills.

This position promotes student learning and/or institutional effectiveness by assuring that the Assistant Superintendent/Vice President Student Services and College Centers embodies a positive and constructive approach student resolution issues, that the office works in a cooperative and collaborative manner with other district departments and divisions and that the office provides speedy resolution to problems and concerns through dialog on college processes, research, facilitation and/or appropriate referral.

ESSENTIAL FUNCTIONS

- Serve as a resolution point of contact for students, faculty, staff, and the general public;
- Demonstrate patience and diplomacy when communicating with students, staff and the public;
- Informally mediate solutions for students in collaboration with various divisions, departments and college employees across the district;
- Provide fair and equitable treatment and due process for students;
- Provide information to students, faculty, staff and public regarding Student Support Services and College policies, practices, and procedures;
- Facilitate training to faculty and staff on the concern/complaint resolution process, college policies and procedures on handling concerns/complaints, Student Code of Conduct and other college policies and procedures;
- Direct students to the District's Title IX Officer when appropriate
- Coordinate crisis intervention for students with Public Safety and Student Health Services in the absence of the Assistant Superintendent/Vice President Student Services and College Centers Support, and make necessary referrals to appropriate services;

- Receive, record, and respond to Student Well-Being/Incident Reports;
- Provide administrative support to the Vice President of Student Services and College Centers, researching Student Well Being and Incident Report details and assembling all documentation related to the student concern/complaint process;
- Identify the need for student mental health support and provide a link to mental health services, both on and off campus referrals;
- Ensure students have access to available college resources;
- Effectively communicate student concern/complaint process to students;
- Maintain data base and due process evidence for student concerns/complaints and grievances;
- 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 and Administrative Procedures, 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;
- Maintain student discipline database, log and file student incident reports, student concerns/complaints for Cuesta College students;
- Work with the Director of Admissions and Records and Assistant Superintendent/Vice-President of Student Services to initiate and release holds on student records as warranted;
- Defuse angry students, faculty, staff, and public and facilitate timely concern/complaint resolution;
- Act as a liaison between students, faculty and/or staff;
- Work with the Director of Admissions and Records to apply admission, registration and record keeping rules, regulations, and policies;
- Develop, update, and maintain procedure manuals and forms as required;
- Schedule appointments for the Assistant Superintendent/Vice President Student Support;
- Assemble data, compile, and compose correspondence;
- Work independently with a minimum of supervision;
- Design flyers, brochures, and presentation packets;
- Provide other student support services from the Vice President Student Services and College Centers Office as needed;
- Order, receive, organize, and maintain materials and supplies; and
- Perform other related duties as required.

QUALIFICATIONS

Education:

Required

- Associate's degree.

Preferred

- Bachelor's Degree;
- Certificate in Conflict Resolution, Mediation techniques and Communication skills;
- Crisis Intervention training;
- Trauma Informed and Care training;
- Customer Service training;
- Identifying Suicidal and Threat Assessment training;

Experience:

Preferred

- Experience working with students in a higher education setting.

Knowledge of:

- 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; and
- District policies and procedures.
- General knowledge of Title IX

Ability to:

- Establish and maintain cooperative working relationships with those contacted in the performance of duties; and
- 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.

Physical ability to:

- Read and comprehend printed matter and text and data on computer monitors;
- Communicate intelligibly and effectively via speech, telephone, written correspondence, and/or email;
- Sit or stand for extended periods of time;
- Lift and/or carry 25 pounds; and
- Exert manual dexterity sufficient for keyboard and other office equipment operation.

License and Certificates (current within the last year):

Required

- Valid driver's license and eligible to obtain California driver's license upon hire.

Preferred

- Certificate in Conflict Resolution, Mediation Techniques and Communication Skills;
- Certificate in Crisis Intervention Training
- Experience working through the process to resolve student concerns/complaints in a higher education setting.

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