

DESERT COMMUNITY COLLEGE DISTRICT

STUDENT SUPPORT RESOLUTION MANAGER

BASIC FUNCTION

Under general supervision of the Dean of Counseling Services or designee, 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; provide students, faculty, staff, and the general public information regarding Education Code and district policies, procedures, rules, and regulations; and assist with the interpretation, clarification, and enforcement of such policies, procedures, rules, and regulations. Resolution assistance for students includes student code of conduct violations, student mental health and well-being concerns, student complaints, extenuating circumstance petitions and appeals, and student crisis intervention.

The Student Support Resolution Manager is distinguished from other positions by the requirement that incumbent(s) have extensive technical knowledge of all departments with which students have direct contact including Instruction, Administrative Services, and Student Services; that incumbent(s) have a working knowledge of District policies, procedures, rules, regulations, and 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 Dean of Counseling Services or designee embodies a positive and constructive approach to the resolution of student 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 research, facilitation, and/or appropriate referral.

REPRESENTATIVE DUTIES

The duties listed below are representative of the essential functions of the position.

1. Serve as a resolution point of contact for students, faculty, staff, and the general public;
2. Demonstrate patience and diplomacy when communicating with students, staff, and the public;
3. Informally mediate solutions for students in collaboration with various divisions, departments, and college employees across the District;
4. Provide fair and equitable treatment and due process for students;
5. Provide information to students, faculty, staff, and public regarding Student Services and College policies, practices, and procedures;
6. Coordinate crisis intervention for students with Public Safety and Student Health and Wellness in the absence of the Dean of Counseling Services or designee, making necessary referrals;
7. Serve as a member of the Assessment and Care Team (ACT);
8. Receive, record, and respond to Assessment and Care Team (ACT) reports;
9. Provide administrative support to the Dean of Counseling Services or designee, researching Assessment and Care Team (ACT) report details and assembling all documentation related to student judicial proceedings;
10. Identify the need for student mental health support and provide links to mental health services;
11. Mentor students on available college resources;
12. Effectively communicate student judicial processes to students;

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13. Maintain database and due process evidence for student judicial proceedings, student complaints, and student grievances;
14. Work with and maintain confidentiality of personnel and student records, data, information, and other sensitive files;
15. Research and provide information through California Education Code, FERPA (Family Educational Rights and Privacy Act), Privacy Act, Desert Community College District Board Policies and Procedures, Faculty Handbook, Chancellor's Office, the internet, and other sources;
16. Provide policy information regarding student appeals processes and assemble supporting documentation;
17. Perform background checks for student discipline history with FBI and private investigators;
18. Maintain student discipline database; log and file student incident reports, student grievances, and student complaints for Desert Community College District students;
19. Initiate and release holds on student records as warranted;
20. Defuse angry students, faculty, staff, and public and facilitate timely problem resolution;
21. Act as a liaison between students, faculty, and/or staff;
22. Apply admission, registration, and record-keeping rules, regulations, and policies;
23. Develop, update, and maintain District policies and procedures, procedure manuals, and forms as required;
24. Schedule appointments for the Dean of Counseling Services or other District employees;
25. Assemble data and compose correspondence;
26. Work independently with a minimum of supervision;
27. Design flyers, brochures, and presentation packets;
28. Provide other student support services on behalf of the Office of the Dean of Counseling Services and related offices as needed;
29. Order, receive, organize, and maintain materials and supplies; and
30. Perform other related duties as required.

REQUIRED PROFECIENCIES

Knowledge, experience, and abilities to perform the above-listed responsibilities and functions in an efficient, effective, and harmonious manner.

KNOWLEDGE AND ABILITIES

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;
- Federal and state policies and procedures including California Ed Code, Title V, Title IX
- Correct usage of English, grammar, spelling, punctuation, and vocabulary;
- District policies and procedures;
- 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.

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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;
- Communicate policies, guidelines, regulations and laws to staff, students and public;
- Maintain confidentiality;
- 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.

EDUCATION AND EXPERIENCE

1. Bachelor's degree required, Master's preferred, from an accredited institution.
2. Three (3) years' experience reasonably related to the administrative assignment, preferably in a higher education setting.
3. Demonstrated high-level critical thinking, problem solving, and analysis.

WORKING CONDITIONS

Environment: Office environment. Constant interruptions. Driving a vehicle to conduct work as necessary. Requires some evening and weekend responsibility.

EMPLOYMENT STATUS

Classified Supervisor
Leadership VII

Board Approval: May 17, 2019