



**STOCKTON UNIFIED SCHOOL DISTRICT
Human Resources Department**

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| TITLE: | Constituent Services Technician | REPORTS TO: | Assistant Superintendent, Human Resources or designee |
| DEPARTMENT: | Human Resources | CLASSIFICATION: | Confidential |
| FLSA CLASSIFICATION: | Non-Exempt | WORK YEAR: | 12 Month (260 Days) |
| BOARD APPROVED: | 05/13/2025 | SALARY RANGE: | Confidential Salary Schedule Tier 3 / Range G |

BASIC FUNCTIONS:

The Constituent Services Technician assists in the day-to-day operations of the Constituent Services Department and provides a variety of complex and specialized technical support and processing functions related to complaints, investigations, public records requests, and compliance matters.

SUPERVISION RECEIVED AND EXERCISED:

Received general direction from the Assistant Superintendent, Human Resources or designee.

REPRESENTATIVE DUTIES:

(Incumbents may perform any combination of the essential functions shown below [E]. This position description is not intended to be an exhaustive list of all duties, knowledge, or ability associated with this classification, but is intended to accurately reflect the principle job elements.)

ESSENTIAL DUTIES:

- Provide technical and clerical support to the Constituent Services department. **(E)**
- Provide support in the District’s complaint and investigation process, including communicating with complainants, respondents, and related witnesses to gather and/or provide appropriate information, scheduling interviews, complaint referrals, and logging and filing complaints. **(E)**
- Monitor, track and regularly communicate complaint status and deadlines. **(E)**
- Assist with the flow of communication and serve as a liaison between administrators, staff, departments, and the public related to subpoena requests, requests for public records, and various other requests related to Constituent Services matters in accordance with lawful deadlines. **(E)**
- Provide support with responding to public records and legal subpoena requests. **(E)**
- Maintain and process a variety of information; input information into databases and generate a variety of reports and lists. **(E)**

- Prepare and maintain a variety of records, files, and reports related to Constituent Services matters; establish and maintain filing and tracking systems. *(E)*
- Monitor and update case logs and files and assist in ensuring archived records and data are effectively managed, stored, and documented. *(E)*
- Assist in the development, documentation, and implementation of departmental compliance procedures and systems. *(E)*
- Monitor the Constituent Services inbox to assist with tracking and facilitating the process for responding to all complaints and/or requests for records. *(E)*
- Order supplies; compile and duplicate materials as needed. *(E)*
- Maintain confidentiality of sensitive and privileged information. *(E)*
- Prepare a variety of correspondence and reports. *(E)*

OTHER DUTIES:

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applicable laws, codes, regulations, policies, and procedures.
- District personnel policies, procedures, regulations, and practices.
- Constituent Services/compliance organization, operations, policies, and objectives.
- Record keeping principles and procedures.
- Interpersonal skills using tact, patience, and courtesy.

Ability to:

- Document and report a variety of technical data related to compliance.
- Interpret and apply District policies, procedures, laws and rules.
- Take calls for the Constituent Services department.
- Meet schedules and timelines.
- Complete work accurately with many interruptions.
- Plan and organize work.
- Maintain confidentiality of sensitive and privileged information.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative working relationships with others.

Education and Experience:

Any combination of education, training, and experience equivalent to: Graduation from high school and five (5) years of increasingly responsible technical clerical experience, including at least two (2) years in a role involving complaint processing, records management, legal compliance, human resources, or related field.

Experience working in a school district, public agency, or legal/compliance office is preferred.

License, Certifications and Other Requirements:

Fingerprinting through SUSD PD, Tuberculosis clearance.

WORKING CONDITIONS

Physical Demands:

Employees in this position must have/be able to:

- Enter data into a computer terminal and operate standard office equipment with/without assistive devices.
- Hear and understand speech at normal levels and on the telephone with/without assistive devices.
- See and read a computer screen and printed matter with/without visual aids.
- See, hear and speak with/without assistive devices sufficient to communicate effectively with others.
- Sit for extended periods of time.
- Bend at the waist.
- Reach overhead, above the shoulders and horizontally, grasp, push/pull.
- Lift and/or carry up to 25 lbs., at waist height for short distances.