

STOCKTON UNIFIED SCHOOL DISTRICT

SENIOR COMPLIANCE SPECIALIST

DEFINITION

The Senior Compliance Specialist performs high-level responsible analytical work related to complaints, investigations, public records requests, and compliance. The incumbent in this classification will understand, interpret, and implement procedures in accordance with federal, state, and local laws, regulations, Board Policies, and Administrative Regulations.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision and direction from the Director of Constituent Services and/or designee. Exercises technical supervision to other department confidential and support staff.

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 abilities associated with this classification, but is intended to reflect the principal job elements accurately).

Investigate and facilitate resolutions of various complaints filed by employees, students, parents, and members of the community through an informal or formal process. (E)

Lead the coordination of the District's internal complaint process including communicating with complainants, respondents, and related witnesses. (E)

Facilitate the assignment of appropriate investigators; track status of investigations, and final disposition. (E)

Manage, track, support, and work in collaboration with appropriate District administrators and outside legal counsel to respond to requests for records including requests under the California Public Records Act (CPRA), Freedom of Information Act (FOIA), and legal subpoenas. (E)

Monitor relative procedures and compliance policies and compile statistical data for review; prepare various investigative and program analysis reports for the Director and/or designee; make recommendations for updates to policies and procedures. (E)

Audit and maintain existing case logs and ensure case files have all required documentation; ensure archived cases are properly managed, stored, and documented. (E)

Prepare and maintain a variety of records, files, and reports related to complaints, records requests, Board Policy updates, investigations, and related activities. (E)

Communicate with and disseminate information regarding various complaints and related issues to the Director and/or District departments/sites and others. (E)

Assist departmental/site representatives in the review and development of effective methods to comply with relevant Board policies related to Constituent Services. (E)

Assist in the development, implementation, and coordination of employee training programs for District personnel as it relates to federal, state, and local law compliance matters; prepare presentations and conduct related training. (E)

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Assist in the review and evaluation of various District programs to insure program effectiveness, and compliance with federal, state, and local laws, regulations, and policies. *(E)*

Conduct, analyze and apply research for Constituent Services matters; assist in the analysis, interpretation and application of statute, case law and Board Policy and any other applicable procedure and practices related to processing of complaints, public records requests, and other Constituent Services matters. *(E)*

Provide relevant information to the District for the purposes of managing investigations, disputes, and concerns related to Constituent Services. *(E)*

Prepare and submit a variety of reports related to assigned activities. *(E)*

Maintain confidentiality of sensitive and privileged information. *(E)*

Participate in the development of procedures, forms, and work methods; conduct or participate in a variety of special departmental projects and prepare appropriate reports. *(E)*

Assist in the development, implementation, and administration of effective non-discrimination programs.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of

- Principles and practices of school personnel administration
- Applicable laws, codes, rules, regulations, policies, and procedures
- District personnel policies, procedures, regulations, and practices
- Record-keeping and report preparation techniques
- Bargaining unit contracts and Board policies
- Public speaking and effective communication
- Principles and practices of conflict management
- Interpersonal skills using tact, patience and courtesy
- Principles and practices of analysis and statistical methodology, and mathematical computations

Ability to

- Collect, interpret and analyze complex technical data; identify potential problems; evaluate alternative solutions and prepare sound recommendations
- Maintain confidentiality of sensitive and privileged information
- Work in a high-demand environment, managing multiple projects with simultaneous deadlines and producing expected results
- Communicate effectively, both orally and in writing
- Establish and maintain effective working relationships with others

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- Use critical thinking skills to facilitate workplace investigations, make sound analyses, and present findings
- Effectively analyze a variety of records and documents
- Document and report a variety of technical and analytical data involved in District compliance programs
- Understand and work within the scope of authority
- Interpret, apply, and explain applicable laws, codes, rules, regulations, policies, and procedures.
- Work independently with little direction
- Plan and organize work to meet schedules and timelines
- Conduct oral presentations
- Effectively operate a personal computer for the purpose of database management, data retrieval, and word processing

Education and Experience

-Any combination of education, training and experience equivalent to a bachelor's degree with a major in business or public administration, school administration or closely related field (required).

-Five (5) years of diversified and increasingly responsible professional, analytical, and administrative work in a large organization, preferably in a public agency, which may have included reviewing programs for regulatory compliance, legal research, case management, and responding to complaints and/or conducting workplace investigations (required).

License and Certificates

- Possession of a valid California driver's license
- First Aid and CPR certificates are required and must be obtained within sixty (60) days from date of hire

ENVIRONMENT:

- Indoor work environment
- Constant interruptions

PHYSICAL DEMANDS

- Employees in this position must have/be able to:
- Enter data into a computer terminal and operate standard office equipment.
- Hear and understand speech at normal levels and on the telephone with or without hearing aids.
- See and read a computer screen and printed matter with or without vision aids.
- 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.

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SALARY PLACEMENT:

Confidential

Tier 4 Range O

12-month work year

Board Approval: 6/11/24