

TITLE: DISTRICT COMPLAINT OFFICER/PERSONNEL ADMINISTRATOR

QUALIFICATIONS:

1. California administrative services credential
2. Evidence of successful public school teaching experience desirable
3. School site management experience desirable
4. Demonstrated history of effective human relations skills
5. Ability to work harmoniously with and to resolve conflict involving parents, community and all levels of district staff
6. Master's degree in related area preferred

REPORTS TO: Assistant Superintendent, Personnel Services

SUPERVISES: Staff as assigned

JOB GOAL: To manage the District complaint office and serve as the District representative in bringing resolution to complaints that cannot be resolved at the site level; to assist in meeting No Child Left Behind (NCLB) requirements for "highly qualified" teachers

PERFORMANCE RESPONSIBILITIES:

1. Coordinates receipt, referral and resolution of complaints received at district office from staff and public
2. Supervises the referral of complaints to appropriate site complaint contacts or appropriate others
3. Investigates and resolves complaints not referred to or successfully concluded at site level
4. Interviews staff, parents or others as necessary to investigate and process complaints
5. Investigates other complaints assigned by Assistant Superintendent or Superintendent; resolves or makes recommendations for resolution
6. Prepares letters, memoranda and other written documents required in complaint resolution process
7. Ensures compliance with District procedures, Board policies and applicable laws and regulations related to complaints
8. Develops and maintains effective working relationships with staff and public; maintains appropriate confidentiality in processing of complaints
9. Supervises staff as assigned
10. Keeps accurate written records of complaints received and/or resolved for duration specified in law or policy; prepares reports and other documentation as needed
11. Assists in developing and maintaining a teaching workforce that is "highly qualified" as required by No Child Left Behind (NCLB)
12. Performs other related duties as assigned

TERMS OF EMPLOYMENT: Salary and work year according to current schedule; management salary schedule, code 4 (199 days)

EVALUATION: Performance of this job will be evaluated in accordance with the district's "Improvement of Professional Services" handbook, Board Policies and Procedures and consistent with collective bargaining agreements when applicable.