

TITLE: COMPLAINT RESOLUTION SPECIALIST

- QUALIFICATIONS:**
1. Knowledge of modern office practices and procedures and operation of common office equipment, including computer and word processing equipment
 2. Proficiency as typist; ability to make accurate arithmetical computations
 3. Experience in organization and management of office
 4. Ability to fluently speak, read and write English and Spanish may be required, depending on assignment
 4. Ability to follow oral and written directions; ability to use independent judgment and make decisions within defined parameters
 5. Ability to work effectively with staff, students and public
 7. Must pass required tests

REPORTS TO: Administrator as assigned

JOB GOAL: To provide services which contribute to effectiveness of the District by processing complaints and performing related clerical and recordkeeping duties

PERFORMANCE RESPONSIBILITIES:

1. Receives complaints from staff and public by telephone or written communication; screens and processes complaints according to established procedures
2. Interviews complainants for information necessary to investigate complaints; refers complaints to appropriate administrator for resolution
3. Receives materials from complaint investigators and prepares written responses
4. Performs variety of clerical work related to function to which assigned; assists in other district departments as assigned
5. Checks, prepares, assembles and tabulates materials and information from various sources for records and reports
6. Checks and reviews data for completeness and conformance with established policies and procedures
7. Keeps records, files and performs other clerical duties common to school district organization
8. Performs other related duties as assigned

TERMS OF EMPLOYMENT: Salary and work year to be according to current schedule; classified salary schedule, class 16

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