

RIVERSIDE UNIFIED SCHOOL DISTRICT

CLASS TITLE: RESOLUTION OFFICER

WORK YEAR: 261 Days

BASIC FUNCTION:

Act as a resource and liaison among District Office staff, educational area school site staff, parents, and community members to resolve a wide variety of issues related to the instructional program within a specific scholastic area; independently perform operational and technical duties related to parent engagement and department support. Respond and/or resolve complaints following district policies and procedures in order to facilitate a resolution to the issue.

REPRESENTATIVE DUTIES:

- Review and assemble information pertaining to the complaint. Interview all parties involved. Respond and or resolve and provide a written report disclosing the outcome to individuals involved at the immediate level.
- Perform a variety of services as a communication link between the school and members of the educational community, including those who are linguistically and culturally diverse
- Assists community members in understanding program goals and objectives, and enlist their support and involvement in the educational process
- Perform follow-up functions and activities in resolving student attendance, welfare and other child related problems
- Debrief Cabinet on volume of complaints, level of resolution, and demonstrated best practices
- Assist in creating a greater understanding of educational procedures, issues and concerns
- Participate in home visitation activities to ensure appropriate communication, and to assist parents and other educational community members in their awareness of youth and community service agencies and groups
- Maintain ongoing, effective communication with parents, schools, community, and central office staff regarding school programs, develop and support parent outreach programs
- Develop surveys, gather facts, and analyze reports and records

*Resolution Officer
March 2017*

- Research, interpret, and explain District Policies and Procedures and Education Code
- Assist with administrative detail; conduct special studies and prepare narrative and statistical reports; maintain records
- Assist in the development, evaluation, implementation, revision, and interpretation of policies, programs, and procedures
- Coordinate and prepare materials for department conferences, collaborative, and study groups
- Catalogue and respond to Public Records Act Requests
- Perform related duties as assigned

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Socio-economic problems in the community
- Modern office procedures and methods
- Correct English usage, grammar, spelling, punctuation, and vocabulary
- Procedures, methods, techniques and strategies utilized in the development of school and community liaison processes

ABILITY TO:

- Communicate effectively orally and in writing
- Establish and maintain effective working relationships with all levels of staff, students, and the public
- Demonstrate good judgment, tact, diplomacy, patience and courtesy
- Operate standard office equipment, including computers and related software applications
- Prepare narrative and statistical reports
- Analyze situations accurately and adopt an effective course of action
- Work independently with little direction
- Plan and organize work to meet schedules and time lines
- Maintain records; prepare reports and correspondence
- Read, interpret, apply, and explain rules, regulations, policies, and procedures
- Communicate confidently and credibility with internal and external stakeholders
- Possess and develop relationship building skills

EDUCATION AND EXPERIENCE:

- Bachelor's degree required
- Two years' experience of training experience and/or related experience in a public contact assignment or public school education assignment or a

combination of the two.

Licenses and Other Requirements:

- Possession of a valid California Driver's License and availability of private transportation may be required for some positions in this job class (mileage expense allowance provided)