

CONSTITUENT SERVICES ANALYST

DEFINITION

The Constituent Services Specialist will perform responsible technical and analytical work in the review, investigation, and response to complaints filed by constituents (employees, parents, students, and members of the community).

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Executive Director of Constituent Services and 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 abilities associated with this classification, but is intended to accurately reflect the principal job elements).

Assists the Executive Director in conducting investigations and in facilitating resolutions of various complaints filed by employees, students, parents, and members of the community through an informal or formal process. (E)

Assists in the monitoring of relative procedures and compliance policies, and compile statistical data for review, prepare various investigative, and program analysis reports for the Executive Director and/or designee. (E)

Communicate with and disseminate information regarding various complaints and related issues to the Executive 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 administration of effective non-discrimination programs.

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. (E)

May 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)

Assist in analysis, interpretation and application of statute, case law and Board Policy and any other applicable procedure and practices related to processing of complaints. (E)

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

Under guidance, meet with complaining party and related witnesses in order to evaluate and, when appropriate, resolve concerns. (E)

Conducting, analyzing and applying research for Constituent Services matters. (E)

Under guidance, analyzing and preparing responses to complaints. (E)

Assist with logging, monitoring and responding to complaints and requests for information. (E)

Maintain confidential files for the Constituent Services Department. (E)

STOCKTON UNIFIED SCHOOL DISTRICT

Perform related duties as assigned.

QUALIFICATONS

Knowledge of

- Federal, State and local laws, legislative decisions and administrative guidelines as it relates to school district program compliance
- Program development, report writing, data collection and program evaluation
- Principles and practices of conflict management
- Principles and practices of analysis and statistical methodology

Ability to

- Identify potential problems; evaluate alternative solutions and prepare sound recommendations
- Work with and control sensitive and confidential information
- Demonstrate sensitivity to socioeconomic and cultural issues
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships with District staff, community groups and the general public
- Demonstrate strong organization skills and attention to detail
- Understand and follow both oral and written directions
- Work within an established schedule, meeting necessary timelines
- Analyze and use data to developing goals and planning
- Exercise good judgment in emergency situations
- Maintain flexibility, such as changes in staff or services
- Maintain professional confidentiality
- Keep neat and accurate records
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Analyze situations accurately and adopt an effective course of action
- Work independently with little direction
- Plan and organize work to meet schedules and timelines
- Communicate effectively orally and in writing
- 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 of arts degree with a major in one of the social sciences or humanities, business or public administration, school administration or closely related field and five (5) years of broad, varied and increasingly responsible analytical, technical and administrative work in a large organization or public agency, which may have included substantial responsibility for administering public programs, conducting investigations, and reviewing programs for regulatory compliance.

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

STOCKTON UNIFIED SCHOOL DISTRICT

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.

SALARY PLACEMENT:

Confidential

Tier 4 Range L (\$72,867.69 – \$88,571.13)

12-month work year

Board Approval: 7/28/2020