

# Job Description

Position Title: Level I Office of Dispute Resolution Investigator

Job Group: Legal

Job Level Group: Professional Intermediate

FLSA Status: Exempt

## Position Summary:

The Dispute Resolution Level I investigator conducts centralized oversight to address complaints and grievances from students, employees, and community members through intake, triage, analysis, interim measures, and investigation of complaints and employee grievances. Trains and collaborates with college administration, faculty, and staff regarding processes governed by policy and administrative procedure regarding Title IX , Title VII, Employee Code of Conduct, student, and community complaints.

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Receives complaints and concerns and provide guidance on the applicable resources and processes for addressing them.
2. Interprets complex rules and explains them to participants during the complaint resolution process.
3. Identifies and collects relevant evidence to determine facts needed to resolve a concern or complaint, including establishing rapport with reluctant witnesses, active listening and questioning, and analyzing records.
4. Identifies the applicable standards of evidence and policies, procedures, laws or other rules implicated by a particular complaint or concern. Applies those standards to the evidence.
5. Writes comprehensive reports and communicates analysis and findings to all participants. The reports describe the investigation method and process, the evidence-based description of events, and an analysis of whether applicable standards were violated, along with recommendations for further steps to resolve the issue(s). Analysis may include root cause determinations (i.e. ambiguous policy language, insufficient training, miscommunication, etc.) and assessing the effectiveness of current policies and procedures.
6. Follows-up with management to ensure areas of concern identified by an investigation have been addressed.
7. Coordinates with other units needed to resolve a particular concern which might include collecting information, interim measures to protect the interests of those involved prior to a resolution and providing information or analysis to a final decision-maker.
8. Protects the integrity and confidentiality of the review/investigation and resolution processes.

9. Provides formal training and informal coaching to College personnel and units on laws, regulations, and College standards (i.e. Title IX, discrimination, retaliation), as well as the processes for resolving complaints and concerns regarding those standards.
10. Maintains electronic case files and a centralized database to track information about concerns and complaints. Prepares data analysis reports to identify trends and patterns for management to inform process improvements and better address risk. Includes periodic reporting to College organizations and the Board.
11. Recommends changes to policies and procedures based on observations from investigations.
12. Advises potential complainants of both informal and formal options for addressing concerns.
13. Makes recommendations and works in collaboration with administrators and supervisors to prevent or correct unlawful discrimination and retaliation and failure to comply with applicable laws, regulations, and College policies.
14. Inputs data in a timely manner into case file management system.
15. Conducts follow-up with appropriate administrators regarding recommendations for corrective or remedial action.
16. Develops campus outreach programs that support understanding and compliance with College standards of conduct.
17. Performs all other duties and responsibilities as assigned or directed by the supervisor.

### **Knowledge, Skills, and Abilities:**

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of administrative procedures and practices
3. Knowledge of human resources principles and practices
4. Skill in effective communication (both written and oral)
5. Skill in performing a variety of duties, often changing from one task to another of a different nature
6. Skill in public speaking
7. Ability to adapt and maintain professional composure in emergent and crisis situations
8. Ability to apply effective and accurate data entry and typing skills
9. Ability to develop and maintain effective and positive working relationships

### **Supervision:**

- Not responsible for supervising the work of others.

### **Independence of Action:**

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

## Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.

## Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree Human Resources, Psychology, or a closely related field of study required.
  - One (1) to Three (3) years of related experience required.
  - Three (3) to Five (5) years of related experience preferred.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

## Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

## Special Conditions of Employment:

- Pre-employment Background Check Required
- Occasional work evenings or weekends.
- DMV Check/Current and Valid AZ Driver's License.