

COMPLIANCE OFFICER

DEFINITION

Investigates, analyzes, and resolves complaints, grievances, and appeals and develops training programs in areas such as equal employment opportunity, sexual harassment, gender equity, civil rights practices, accommodation of individuals with a disability, and grievance resolution at a college or the District Office.

TYPICAL DUTIES

- Advises administrators, faculty, staff, students, applicants, and the public of their rights, privileges, and of procedure for filing complaints, grievances, and appeals.
- Investigates and analyzes complaints of alleged violations of discrimination, civil rights, and employment policies and prepares reports and communications detailing findings, conclusions, and recommendations.
- Confers and negotiates with concerned parties in an effort to resolve complaints at the earliest possible point in the process.
- Develops, recommends, and implements procedures, practices, and systems to assure compliance with applicable diversity, civil rights, equal employment opportunity, and other employment laws, regulations, guidelines, and agreements.
- Establishes and actively maintains liaison with administrators and supervisors at the location in an attempt to integrate sound diversity, civil rights, and equal employment opportunity practices into operations and activities.
- Collects, compiles, analyzes, interprets, and presents information and statistical data related to assigned responsibilities.
- Assists in identifying target populations and in recruiting faculty, staff, and students to meet location diversity goals and objectives.
- Develops and implements training and development activities for faculty, staff, and students to increase awareness and sensitivity to diversity policy and related matters.
- Establishes and maintains effective working relationships with faculty, staff, and students and with representatives of federal, state, and local agencies, commissions, and committees.
- Serves as a technical advisor to administration on matters related to diversity, civil rights enforcement, and grievance processing and resolution.
- Serves as the ombudsperson as defined in the Student Grievance Procedures.
- Analyzes the effect of and makes recommendations on proposed legislation and regulations related to compliance.
- Effectively utilizes the capabilities and functions of standard office software applications such as data management, spreadsheet, presentation, and word processing in completing assigned projects.
- Prepares a variety of descriptive and evaluative reports and correspondence.
- Chairs committees working in areas related to assigned responsibilities.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A **Compliance Officer** applies a thorough knowledge of federal, state, and local laws, regulations, and guidelines related to diversity and civil rights enforcement and employment policies, procedures, and practices of the District in investigating, analyzing, and resolving grievances, appeals, and complaints.

DISTINGUISHING CHARACTERISTICS (Cont.)

A **Personnel Analyst** performs a variety of complex journey-level professional personnel work related to areas such as classification of positions, wage and salary and benefits administration, personnel policies, rules and procedures, recruitment and selection, equal employment opportunity and affirmative action programs and services, and employer-employee relations.

SUPERVISION

General supervision is received from a College President, Division Head, or his/her designee. Functional supervision may be received from the Director of Diversity Programs.

CLASS QUALIFICATIONS

Knowledge of:

Federal, state and local laws, regulations, and guidelines related to civil rights enforcement including but not limited to equal employment opportunity, sexual harassment, gender equity, and the Americans with Disabilities Act

Employment policies, procedures, and practices of the District

District Board Rules and administrative policies related to equal employment opportunity, sexual harassment, gender equity, and disabilities

Collective bargaining agreements of the District

Fact finding and investigative methods and procedures

Principles and techniques of training

Principles and techniques of counseling, guidance, and conflict resolution

Principles of and techniques used to promote human and inter-group relations

Research, analytical, and statistical methods used in the field of civil rights enforcement

Organization, functions, and key staff of the District

Characteristics and working conditions of all job classifications used in the District

Organization and management of records

Capabilities of computer systems, software, and hardware

Ability to:

Develop and implement procedures, practices, and training programs related to equal employment opportunity, discrimination, sexual harassment, disabilities, and other areas of employment

Compile data and analyze situations; translate findings into clear, concise reports and recommendations; meet important deadlines

Interpret and apply applicable laws, policies, and precedents

Work effectively and tactfully with individuals from diverse ethnic, social, and economic backgrounds

Maintain effective working relationships with District administrators, staff, employee representatives, and students

Develop innovative, workable solutions to complex and sensitive problems

Work independently on complex assignments

Prepare effective and comprehensive oral and written communications, reports, and presentations

Effectively utilize computer equipment, software, and hardware in the performance of duties

Learn specialized computer applications

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized four year college or university, preferably with a major in public administration, human resource management, industrial or organizational psychology, law, business administration, educational administration, or a closely related field. A Master's degree in one of the disciplines noted above or a closely related field is desirable.

Experience:

Four years of full-time paid professional-level experience in investigating and processing complaints, appeals, and grievances related to equal employment opportunity, affirmative action, civil rights compliance, or employment. Qualifying experience with an educational institution is desirable.

Special:

A valid Class "C" California driver's.
Access to an automobile.