CLASS SPECIFICATION
Student Conduct Specialist

FLSA Status: Nonexempt
EEOC Job Category: Paraprofessionals
Union Representation: Represented

GENERAL PURPOSE
Under the direction of the Director, Student Discipline and Student Life, the Student Conduct Specialist organizes and oversees the day-to-day operations of the Student Conduct Office, including scheduling and conducting preliminary meetings with students, faculty, and staff regarding alleged violations of conduct policies; assists with the process of adjudicating alleged violations; processes documentation and maintains student conduct database; coordinates and assists in presenting educational trainings/seminars/workshops for members of the college community regarding the student code of conduct, student expectations, academic integrity, and civility.

DISTINGUISHING CHARACTERISTICS
The Student Conduct Specialist oversees the day-to-day operations of the Student Conduct Office, including scheduling preliminary meetings with students, faculty, and staff regarding alleged violations of conduct policies. Work requires demonstrated organizational, administrative and communication skills, policy interpretation, and experience in working with diverse student populations.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Assists the Director with the day-to-day operations of the Student Conduct Office. Ensures that the Standards of Student Conduct are met by maintaining and documenting processes in student files.

2. Process incoming disciplinary complaints; schedules and coordinates preliminary meetings with students, faculty, and staff regarding alleged violations of student conduct policies.

3. Conducts preliminary meeting with students, faculty, and staff regarding alleged lower level violations of student conduct policies.

4. Assists with investigating cases and may recommend incremental sanction to the Director of Student Conduct, including, but not limited to, class disruption, tardiness, excessive talking, and inappropriate use of electronic devices.

5. Meets with students to assess needs and provide resources and make referrals to other college and community resources as appropriate.

6. Interact with parents, students and other requiring involvement with confidential and sensitive issues and situations.
7. Conduct background checks of students to authorized parties including, investigators, special agent, or other duly accredited representative to obtain any information relating to activities at Long Beach City College.

8. Prepare correspondence, reports, complaints, etc., and maintain information using computer software programs such as Word, Excel, Access, Power Point and other management software.

9. Maintain student conduct database, including files on all disciplinary cases, inputs student data, and track sanctions; compile statistical data and assist in monthly and annual reports as required by policy and law.

10. Serves as liaison with faculty, staff, Student Health and Psychological Services, Long Beach Police, Disabled Students Program Services on student conduct related issues.

11. Participates in the Behavioral Intervention Team, with Student Health and Psychological Services, Long Beach Police, Disabled Students Program Services to address student concerns and make referrals.

12. Assists with coordinating and presenting educational trainings/seminars/workshops for members of the college community regarding the student code of conduct, student expectations, academic integrity, and civility.

13. Plans and conducts workshops and outreach activities to recruit student representatives for College Review Board.

14. Maintains the Director’s calendar; coordinates, schedules, arranges and confirms meetings; screens requests for appointments; makes and confirms conference and travel arrangements, including hotel and flight reservations; prepares, reviews and submits conference, travel, advance and reimbursement requests for approval.

15. Receives and screens visitors, telephone calls, e-mails and correspondence, providing information and handling issues that may require sensitivity and the use of sound independent judgment; collects, prioritizes, summarizes and responds to Director’s voicemail and e-mail messages; conducts research, responds to requests for information; provides information on department programs and policies; refers certain issues to appropriate staff or takes or recommends action to resolve the issue; reviews, determines the priority of and routes assigned incoming and outgoing correspondence.

16. Acts as department liaison; communicates, coordinates and follows-up with various divisions, departments, outside agencies or others to implement plans and actions pertinent to department/division responsibilities in compliance with District policies, procedures and standards; organizes and oversees related activities.

17. Researches, accesses, assembles and reviews information from a variety of sources for the preparation of records, correspondence, detailed lists and reports; designs, creates, organizes and maintains specialized and other office files; establishes and maintains confidential, subject and tickler files.
OTHER DUTIES

1. Attends a variety of meetings, training sessions, seminars and worships as required.
2. Maintains and updates Student Affairs website.
3. Assists in preparing student conduct and discipline annual reports.
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QUALIFICATIONS

Knowledge of:

1. Principles and practices of planning, coordination, organization and implementation of Student Affairs and judicial programs.
2. College policies, judicial affairs and student disciplinary process.
3. Due process rights and responsibilities of students.
4. Oral and written communication and listening skills.
5. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
6. Office management practices and procedures.
7. District organization, operations, policies and objectives.
8. Advanced knowledge of computer hardware, networks, standard business software, including word processing, data base and spreadsheet programs to access and enter data accurately and to develop assigned records, reports and other documents, and web content management systems.
9. Record keeping techniques.
10. Interpersonal skills including tact, patience and diplomacy.
11. Basic principles and practices of public administration, including budgeting, purchasing and maintenance of public records.

Ability to:

1. Plan, organize and coordinate the daily operations of assigned department.
2. Meets schedules and time lines.
3. Understand, interpret, explain and apply program laws, regulations and policies applicable to assigned program responsibilities.
4. Prepare clear, concise and comprehensive reports, correspondence and other documents.
5. Oversee maintenance of confidential and specialized records and files.
6. Communicate effectively orally and in writing to both internal and external program participants.

7. Exercise and use a high degree of tact and diplomacy in dealing with difficult and sensitive people, issues and situations and maintain confidentiality of client information, and discretion in dealing with sensitive and confidential situations and information, and problem resolution on behalf of division/department.

8. Operate a computer using word processing, database and other business software as well as standard office equipment.

9. Establish and maintain effective working relationships with District management, administrators, staff, faculty, students, outside employer-partners; representatives of other agencies, the public and other encountered in the course of work.

10. Investigate, research, and analyze problems, and present recommendations to the Director of Student Conduct and Student Life.

11. Exercise exceptional interpersonal and communication skills, and strong organizational skills.

12. Work effectively with diverse populations.

13. Plan, schedule and deliver oral presentation to faculty, staff, students about the student code of conduct and procedures.

14. Organize, set priorities, and exercise sound judgment within areas of assigned responsibility.

15. Interpret, apply, explain and research sound decisions in accordance within District policies and procedures.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from an accredited two-year college with an Associate’s degree in human services, social science, or a related field, and a minimum of five years of progressively responsible experience in an area of student services; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

A valid California driver’s license and the ability to maintain insurability under the District’s vehicle insurance policy.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this job, the employee is regularly required to sit; talk or hear both in person and by telephone; and use hands to finger, handle and feel computers and standard business equipment. The employee is frequently required to stand and walk.
Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**

While performing the duties of this job, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret people and situations; perform work on multiple concurrent tasks with constant interruptions, and interact with participant/students, outside agency contacts; off-site employer representatives; District management, staff, the public and others encountered in the course of work.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

An employee works under typical office conditions, and the noise level is usually quiet.