

**Manager, Student Complaints**  
**Bakersfield College**  
**Kern Community College District**  
**JOB DESCRIPTION**

## **Definition**

Under the direction of the assigned supervisor, coordinates and facilitates compliance with student conduct, grievances, grade appeals, and sexual misconduct. Develops and implements educational programs regarding student discrimination and student sexual misconduct harassment prevention, ensuring students understand their rights, and where applicable.

## **Examples of Duties**

1. Conduct investigations, prepare responses and resolutions to student grievances and complaints.
2. Provide logistical administrative support to student conduct review and grievance discipline hearing committees.
3. Collaborate with district community campus entities to identify and address systemic student grievance, complaint, conduct, and discipline problems.
4. Establish and maintain a file tracking system, databases, records, and/or other documents related to student matters.
5. Assist with student conduct panels, training, and deliberations.
6. Assist in campus-wide training related to student conduct for college faculty and staff.
7. Calendar and monitor time-sensitive deadlines for claims, complaints, and other proceedings.
8. Provide liaison with the appropriate departments and administrative agencies in the resolution of day-to-day issues as needed.
9. Assist in compiling data related to Annual Safety Report and Clery Compliance.
10. Assist in developing student housing protocol in coordination with state and county compliance and regulatory agencies.
11. Perform other related duties as assigned.

## **Minimum Qualifications**

- Bachelor's degree and certification related to investigative work, or equivalent experience and training.
- Demonstrated proficiency in business English usage, spelling, grammar and punctuation, basic arithmetic, filing and record-keeping procedures and telephone techniques.

(Minimum Qualifications cntd.)

- Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, ethnic, and disability backgrounds of community college students and employees.

## **Knowledge and Abilities**

### **Knowledge of:**

- Applicable State and federal laws, codes, and regulations.
- And understanding of, sensitivity to, and respect for the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students.
- Investigative techniques and report writing
- Effective oral and written communication skills

### **Ability to:**

- Research and analyze data and information and develop, evaluate, and present alternative recommendations.
- Develop training materials corresponding to the needs of the college community.
- Find the correct and appropriate resources to fulfill the needs of the college community.
- Communicate effectively both orally and in writing.
- Shift priorities, superior organizational skills. Must be able to meet deadlines and work under pressure.
- Establish and maintain cooperative relationships with those contacted during the course of work.
- Maintain confidentiality of privileged information obtained in the course of work; handle student discipline related matters effectively.

## **Working Conditions**

Environment: Office

Physical Demands: Incorporated within one (1) or more of the previously mentioned essential functions of this job description are essential physical requirements. The ratings in the chart below indicate the percentage of time spent on each of the essential physical requirements.

Seldom—Less than 25 percent = 1

Often—51-75 percent = 3

Occasional—25-50 percent = 2

Very Frequent—76 percent and above = 4

(Working Conditions cntd.)

<b>Ratings</b>	<b>Essential Physical Requirements</b>
4	Ability to work at a desk, conference table or in meetings of various configurations.
2	Ability to stand for extended periods of time.
4	Ability to sit for extended periods of time.
4	Ability to see for purposes of reading printed matter.
4	Ability to hear and understand speech at normal levels.
4	Ability to communicate so others will be able to clearly understand a normal conversation.
4	Ability to lift 10 pounds.
4	Ability to carry 10 pounds.
4	Ability to operate office equipment.

### **Status/Rationale**

This is a classified manager position.

### **Signatures/Approval**

\_\_\_\_\_  
(Employee Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Employer Signature)

\_\_\_\_\_  
(Date)

R: 5/2024