

COORDINATOR OF CONFLICT RESOLUTION

Job Description

CATEGORY: ADMINISTRATIVE AND PROFESSIONAL
POSITION STATUS: FULL-TIME
FLSA STATUS: EXEMPT
SALARY CODE: 20

The incumbent in this job is expected to assist the College in achieving its vision and mission of student success and service to the community. A commitment to excellence, service, and a willingness to assist as needed are expectations for all employees.

JOB SUMMARY

Coordinates and assists students in resolving disputes and conflicts in a way that facilitates individual responsibility, contributes to their maturation, and promotes the development of self-advocacy skills.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Facilitates student retention by serving as a mediator and creative problem-solver; promotes the development of critical thinking skills by helping students act on their own behalf in resolving conflicts.
- Assists students in understanding and clarifying disputes and in identifying their own solutions to resolving problems resulting from such disputes.
- Assists in the administration of student conduct as directed by the Vice President of Student Services and disseminates information to students regarding applicable grievance procedures.
- Receives student complaints and appeals and responds to inquiries regarding College complaint, appeal, and student conduct processes.
- Develops marketing strategies to disseminate information on services available to the College community; educates students, faculty and staff regarding College complaint, appeal and student discipline procedures through individual consultation, workshops, and class presentations.
- Maintains awareness of best practices, emerging trends and new legislation relating to Conflict Resolution and Student Conduct functional area.
- Assists with preparation and production of new student convocation and College commencement exercises.
- Participates in the process for systematic review and evaluation of Conflict Resolution and Student Conduct functional area per the model adopted by the College, including the development and monitoring of outcomes and plans of action for improvement based on the assessment of those outcomes and plans.
- Attends the workplace regularly, reports to work punctually and follows a work schedule to keep up with the demands of the worksite. Working hours may include evenings, holidays or weekends depending on deadline requirements and special events.
- Completes duties and responsibilities in compliance with college standards, policies and guidelines.
- Uses interpersonal skills and makes sound judgments to decide how duties and responsibilities are completed between coworkers, the supervisory chain, faculty, staff, students, and customers.
- Completes all required training and professional development sessions sponsored by Texas Southmost College.

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- Supports the values and institutional goals as defined in the College's Strategic Plan.
- Promotes positive morale and teamwork within the department and provides exceptional customer service to students, faculty and community.
- Serves on committees as appropriate and as appointed by supervisor.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- A strong commitment to the mission of Texas Southmost College.
- Knowledge of mediation and conflict resolution techniques.
- Knowledge of human behavior and performance.
- Demonstrated excellent communication, interpersonal and leadership skills; ability to work independently with little direction.
- Demonstrated organizational skills in handling, directing, and prioritizing multiple and complex assignments/projects and maintaining records.
- Ability to facilitate communication, clarify issues and guide parties toward mutual agreement.
- Ability to communicate effectively, both orally and in writing; define problems, collect data, establish facts, and draw valid conclusions; and effectively present information to involved parties.
- Ability to respond to common inquiries about the College from students and members of the community.
- Excellent customer service skills and interpersonal skills.
- Excellent oral and written communication skills, including strong active listening and problem solving skills.
- Ability to handle sensitive and extensive confidential data.
- Ability to perform and excel in a high-tech all-digital environment.
- Proficient in the use of e-mail, word processing, spreadsheet, database, and presentation software and use of the Internet to access data, maintain records, generate reports, and communicate with others.
- Ability to perform and excel in a high-tech, all-digital environment.
- High level of energy and good sense of humor with the capacity for extraordinary time and effort demands.

REQUIRED EDUCATION AND EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education and experience required.

- Bachelor's degree from an accredited college or university and a minimum of two (2) years of direct experience working in the student services functional area in a college or university

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setting OR an associate's degree with a minimum of five (5) years of direct experience working in the student services functional area in a college or university setting.

- Experience in facilitating complaints, settling disputes, and resolving grievances and conflicts in a college or university setting.

PREFERRED EDUCATION AND EXPERIENCE

- Mediation certification.
- Bilingual in English-Spanish.

CERTIFICATES AND LICENSURES

- None required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

Notes:

The duties listed 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 the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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Are you able to perform these essential job functions with or without reasonable accommodation?

- Yes
- With Accommodations

Employee Signature: _____ Date: _____

HR Representative: _____ Date: _____

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Posting Specific Questions

Required fields are indicated with an asterisk (*).

1. *How did you hear about this employment opportunity?
 - TSC Website
 - HigherEdJobs
 - Indeed
 - LinkedIn
 - Specialty Job Board
 - Facebook
 - Work-In-Texas/ Texas Workforce Commission
 - Job Fair
 - Personal Referral
2. *Do you have a bachelor's degree from an accredited college or university and a minimum of two (2) years of direct experience working in the student services functional area in a college or university setting OR an associate degree with a minimum of five (5) years of direct experience working in the student services functional area in a college or university setting?
 - Yes
 - No
3. *Do you have experience in facilitating complaints, settling disputes, and resolving grievances and conflicts in a college or university setting?
 - Yes
 - No
4. Do you have mediation certification?
 - Yes
 - No
5. Are you Bilingual in English and Spanish?
 - Yes
 - No