



<h1 style="margin: 0;">MPP POSITION DESCRIPTION</h1>

Department: Faculty Affairs
Working Title: Director of Conflict Resolution
Time Base: 1.0
Class Code: 3312
Position Number: 00007008
MPP Job Code: M074

Position Reports To: Assoc. Vice President for Faculty Affairs
Classification: Administrator II
Range Code: 1
Exempt or Non-Exempt: Exempt
Last Update: 09/11/24

PURPOSE OF POSITION:

Under the direction of the Associate Vice President for Faculty Affairs, Associate Vice President for Human Resources, and the Associate Vice President & Dean of Students, the Director will play a pivotal role in fostering a culture of integrity, compassion, and responsibility throughout the University. The Director is responsible for managing reports of Other Conduct of Concern (OCC), including facilitating conflict resolution. The Director works closely with multiple departments to develop initiatives, programs, and policies aimed at promoting a supportive, inclusive, and socially responsible institutional environment. The role will involve collaborating with stakeholders, conducting assessments, and implementing strategies to address OCC and enhance organizational effectiveness.

MAJOR RESPONSIBILITIES:

	<u>% of Time</u>
1. Leadership/Management	25%
2. Strategic Planning	25%
3. University/Community Partnership	25%
4. Functional Oversight Management	25%

LIST OF TASKS FOR EACH MAJOR RESPONSIBILITY:

1. **LEADERSHIP/MANAGEMENT:**

Acts as a change champion. Leads courageously by addressing difficult issues. Works to resolve issues at the peer level and takes measures to mitigate future issues. Supports and moves new initiatives forward. Identifies current and future challenges and proposes effective solutions. Understands what issues require a “sense of urgency” and handles accordingly. Ensures confidentiality around sensitive issues. Facilitates an environment that motivates, empowers, and inspires commitment from employees. Assumes good intent with one another and work on the premise of trust. Demonstrates commitment to creating and sustaining a diverse and inclusive workforce. Provides clear direction. Communicates effectively and with purpose. Creates and implements methods for improving individual and team performance. Builds effective teams committed to organizational goals. Works with a spirit of collaboration, inclusion, respect and collegiality. Takes ownership of issues and demonstrates accountability. Creates an environment in which employees are recognized for their accomplishments and contributions to the success of the team. Builds competence in others through effective coaching, performance management and mentoring. Supports and encourages professional and career development for employees. Fosters a culture of support and success for new hires by utilizing effective onboarding methods. Understand the university’s mission and vision and how the department/division work activities and goals support the mission. Ensures cross-divisional support and participation. Recognizes, understands, and appreciates different roles across the institution. Identifies and calls advocacy behavior. Speaks and advocates with one common voice. Determines, effectively allocates, and coordinates resources.

2. **STRATEGIC PLANNING:**

As a strategic partner, recommends, creates, and implements long and short-term strategic plan goals and operational plans for (insert functional area/department/division). Ensures (insert functional area/department/division) goals align with and support the overall mission of the university. Motivates and encourages commitment to achievement of strategic plans. Effectively communicates the strategic initiatives. Accomplishes strategic goals for (insert functional area/department/division).

3. **UNIVERSITY/COMMUNITY PARTNERSHIP:**

As a member of the campus community, ensures a community focused strategy to support the university’s mission. Identifies and anticipates community needs. Builds effective strategic alliances internally and externally. Collaborates with business partners in the achievement of university goals that support the university’s mission. Initiates and develops strong working

relationships with the community. Recognizes the importance of collective strength, knowledge, and information. Actively solicits and acts upon feedback. Develops and implements solutions. Successfully negotiates through persuasion. Gains support and commitment from others. Works to find common ground and group consensus. Takes the necessary measures to solicit and influence internal and external support. Demonstrates commitment to diversity.

4. FUNCTIONAL OVERSIGHT/MANAGEMENT:

- Develops and implements a voluntary mechanism for members of the University community to report conduct incidents.
 - Establishes an OCC Awareness and Resource Services committee and consults with the committee to ensure compliance with the law and university policy related to freedom of speech.
- Develops and conducts training on conflict resolution strategies and on workplace policies and procedures. Develops a website and facilitates regular education to publicize the new OCC process to the campus community including students, faculty, and staff.
- Reviews and implements systemwide policies, procedures and/or guidance related to OCC.
- Responsible for evaluating, conducting factfinding, and resolving faculty, staff, and student conflicts, disputes and other conduct of concern referred from the Office of Title IX, Discrimination, Harassment, & Retaliation and other relevant offices.
 - Facilitates referrals for those impacted by OCC, establishes mechanisms for support, and facilitates resolution.
 - Responds to each incident of OCC within specified time periods of report receipt.
 - Conducts fact-finding as needed.
 - Consults with reporters and explores and implements options for education, counseling, coaching, mentoring, and training for resolution.
 - Leads restorative processes such as voluntary mediation between the parties or other forms of conflict resolution, providing educational and support resources to the reporter.
 - Tracks and reviews OCC-related incidents, offering information and resources to impacted community members and identifies opportunities for educational offerings.
 - Maintains appropriate records.
- Coordinates information-sharing and communication about reported incidents to the appropriate departments including Title IX/Discrimination, Harassment, & Retaliation (DHR), Faculty Affairs, Human Resources, Student Conduct, University Police Department, Office of Inclusive Excellence, and senior leaders.
 - Develops a documentation system to track and document all incidents and correspondence related to OCC incidents.
 - Generates and shares annual reports on incidents of OCC.
 - Identifies trends and develops opportunities to enhance awareness and educate the University community about OCC, conflict resolution, and civility.
- When appropriate, conducts fact-finding for reports of OCC, conducting interviews of complainants, respondents and relevant witnesses; gathering relevant evidence; making credibility assessments; recording findings of fact and recommendations; acting as a neutral party through all aspects of fact-finding; ensuring a prompt, fair and neutral process for all parties; advising impacted parties of their rights; and communicating with parties' and witness' advocates while protecting the independence, integrity, and confidentiality of the fact-finding.
- Makes recommendations to senior leadership about policies, practices, or programs to address OCC incidents.
- Takes a lead role in developing meaningful responses following public incidents of hate while upholding First Amendment rights to freedom of speech and expression.
- Consults and collaborates with HR, Title IX/DHR, Dean of Students, Faculty Affairs, University Police Department, Office of Inclusive Excellence, and others, as appropriate, to address concerns and provide support.
- Engages with internal and external stakeholders, including employees, management, staff, faculty, students, and community groups, to promote ethical conduct and social responsibility.

SUPERVISION OF OTHERS:

N/A

PURPOSE AND NATURE OF WORK RELATIONSHIPS:

Daily/weekly interaction with faculty, administrators, executives, general counsel, and CO & CSU system staff to gather/provide information, consult on processes, collaborate and resolve issues.

REQUIREMENTS OF POSITION:

1. List education and experience required

- Master's degree, law degree, or terminal degree from an accredited university and/or college in one of the following: law, counseling, psychology, ethnic/gender/diversity studies, higher education, social work, counseling, dispute resolution, legal studies, or relevant field.
- At least five (5) years of progressive experience in facilitating/mediating the resolution of problems and conflicts.
- At least five (5) years of experience conducting investigations and/or fact-finding, drawing conclusions, and writing investigation/fact-finding reports.
- Experience developing conflict resolution educational materials and trainings.
- Formal training in specific conflict resolution methods, such as restorative practices, mediation, shuttle diplomacy, facilitated conversations, conflict coaching, and racial healing.
- Demonstrated experience in developing and implementing training and development for members of the University community in healthy campus interactions, well-being practices, navigating difficult conversations, and constructive conflict resolution.
- Preferences
 - i. Work experience in an academic setting, ideally Public Higher Education.
 - ii. Demonstrated commitment and ability to advance the University's goals in the areas of diversity and inclusive excellence.

2. List knowledge, skills, and abilities required for this position.

- Leadership / Vision:
 - Commitment to CSUSM's mission and goals as a student-centered university dedicated to teaching excellence and active learning with a university first perspective and a customer focused strategy.
 - Ability to establish a clear and understandable vision for the (Department Name), engage the university community in the implementation of the vision, and build the operational components to execute the vision.
 - Ability to lead and enable groups of people to face challenges and achieve results in complex conditions.
 - A commitment to diversity, inclusiveness and access in all areas of the university.
- Management / Conflict Resolution / Problem Resolution / Initiative / Continuous Improvement:
 - Successful experience managing a complex organization.
 - Experience building and managing an effective world-class team dedicated to organizational goals and high performance.
 - Experience with directing, supervising, motivating and inspiring others; measuring the performance of people, teams and organizations, and assessing performance and progress.
 - Familiarity with collective bargaining and administering corrective action as appropriate in a collective bargaining environment.
 - Ability to develop and support on-going learning and professional development for staff, managers and emerging leaders.
 - Ability to lead courageously by addressing difficult issues.
 - Ability to prioritize and handle issues based on sense of urgency and importance of the issues.
 - Ability to ensure confidentiality around sensitive issues.
 - Ability to initiate and support innovation with creativity, openness to change, flexibility, responsiveness, and future focus.
 - Ability to apply quality management techniques of continuous improvement and employee involvement to assess and improve services, promote campus culture and build teams.
 - Ability to identify current and future challenges and propose and implement effective solutions.
 - Experience making effective decisions with sound analytical ability, good judgment and strong operational focus.
- Communication:
 - Excellent oral and written communication skills.
 - Ability to communicate effectively and with purpose to a variety of audiences.
 - Ability to be impartial and establish rapport with a diverse range of community members.
 - Give presentation(s) to groups of various sizes.
- Strategic planning / Goal Setting:
 - Experience in strategically supporting growth and/or change.
 - Experience creating and implementing long- and short-term goals.
 - Experience in determining and coordinating resource allocations.

- Ability to collaborate with multiple entities to plan and accomplish the objectives set forth in the university's strategic master plan, coordinating ongoing multiple large and complex projects from conception to completion in a centralized and highly regulated environment.
 - Ability to find solutions that result in prudent decisions, to promote mutual satisfaction and positive action, and to develop imaginative approaches to achieve individual, unit and institutional strategic initiatives.
 - Ability to apply forward-thinking and creative thought with high ethical standards to develop strategic vision.
- Teamwork / Collaboration:
 - The ability to work effectively and build strong alliances internally and externally with a broad range of individuals to bring the University community together around shared goals.
 - Ability to recognize, understand, and appreciate different roles across the institution.
- Functional Area Expertise:
 - Ability to maintain emotional stability to cope with human suffering, emergencies, and other stresses.
 - Knowledge of federal, state, and institutional policies and practices related to compliance and conduct.
 - Demonstrated commitment and ability to advance the University's goals in the areas of diversity and inclusive excellence.
 - Knowledge and understanding of free speech at public university campuses.
 - An astute knowledge of and demonstrated responsiveness to the ways in which socio-cultural forces related to gender, race, ability, class, gender identity, gender expression, etc., systemically impede or propel impacted individuals, groups, and communities.
3. **List machines, tools, equipment, and motor vehicles used in the performance of the duties**
- Standard office and communication equipment.
4. **List unique working conditions**
- Occasional overnight travel.
5. **Other Employment Requirements**
- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in [CSU Executive Order 1083](#) as a condition of employment. - Limited Reporter
 - This position is a "designated position" in the California State University's Conflict of Interest Code. The incumbent in this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission. This position is required to file the Form 700 under disclosure category: 2
 - This position is subject to a background check including, but not limited to, employment verification, education verification, reference checks and criminal record checks. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.
 - Pursuant to the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act) and CSU systemwide policy, this position is subject to ongoing review for designation as a Campus Security Authority. Individuals that are designated as Campus Security Authorities are required to immediately report Clery incidents to the institution and complete Clery Act training as determined by the university Clery Director.
 - Must participate in required campus trainings including, but not limited to, CSU's Sexual Misconduct Prevention training; Information Security Awareness Training; and CSU's Discrimination Harassment Prevention Program for Supervisors.

PHYSICAL EFFORT, MENTAL EFFORT AND ENVIRONMENTAL FACTORS:

Check the appropriate box for each of the following items which most accurately describes the extent of the specific activity performed by this employee on a daily basis.

PHYSICAL EFFORT

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Sitting				X	
2. Standing		X			
3. Walking	X				
4. Bending (neck)	X				
1. Bending (waist)	X				
6. Twisting (neck)	X				
7. Twisting (waist)	X				
8. Crawling	X				
9. Climbing	X				
10. Reaching (above shoulder)	X				
11. Reaching (below shoulder)	X				
12. Walking on uneven ground	X				
13. Crouching					
14. Kneeling	X				
15. Balancing	X				
16. Pushing or pulling	X				

- 26. Driving cars, trucks, forklifts and other equipment
- 27. Being around scientific equipment and machinery

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
17. Fine manipulation	X				
18. Simple grasping		X			
19. Power grasping	X				
20. Lifting or carrying					
A. 10 lbs or less		X			
B. 11 to 25 lbs	X				
C. 26 to 50 lbs	X				
D. 51 to 75 lbs	X				
E. 76 to 100 lbs	X				
F. Over 100 lbs	X				
21. Keyboard use				X	
22. Mouse use				X	
23. Repetitive use of hands/arms				X	
24. Repetitive use of legs/feet	X				
25. Eye/hand coordination		X			

Yes No

	X
	X

MENTAL EFFORT

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Directing others		X			
2. Writing			X		
3. Using math/calculations		X			
4. Talking				X	
5. Working at various tempos				X	
6. Concentrating amid distractions				X	
7. Remembering names				X	
8. Remembering details					X
9. Making decisions			X		
10. Working rapidly			X		
11. Examining/observing details					X
12. Discriminating colors		X			

ENVIRONMENTAL FACTORS

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Inside				X	
2. Outside		X			
3. Humid	X				
4. Hazards	X				
5. High places	X				
6. Hot	X				
7. Cold	X				
8. Dry	X				
9. Wet	X				
10. Extreme change of temp	X				
11. Dirty/dusty	X				
12. Exposure to gas, fumes or chemicals	X				
13. Odors	X				
14. Noisy	X				
15. Working w/others	X				
16. Working around others	X				
17. Working alone	X				

SIGNATURES

The last sheet for any staff job description should contain the signature sheet. Signatures will include the incumbent's signature (if applicable) or new employee; the supervisor's signature and all pertinent administrative personnel.

Employee

Print Name: _____

Signature: _____

Date: _____

Appropriate Administrator

Print Name: _____

Signature: _____

Date: _____

Dean/Department Head/Director/AVP (optional)

Print Name: _____

Signature: _____

Date: _____

President's Administrative Team Member (optional)

Print Name: _____

Signature: _____

Date: _____