

July 1, 1999

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

DISPUTE RESOLUTION OFFICER

DEFINITION:

Under general supervision, to coordinate the operations of the City's Dispute Resolution Program; to resolve citizen disputes without formal court proceedings; to conduct informal office hearings to obtain compliance with the law; and to perform related work.

* EXAMPLES OF DUTIES:

- Develops work procedures, standards, and methods to improve the effectiveness of the program;
- Maintains and analyzes case statistics and related information;
- Determines whether sufficient facts and circumstances will be available through credible testimony to recommend filing a criminal complaint;
- Recommends and refers cases where prosecution may be appropriate to attorneys for decision;
- Schedules and conducts office hearings between parties to settle disputes without the necessity of filing an official complaint;
- Trains and supervises Interns conducting the less difficult dispute resolution hearings;
- Informs citizens of their options;
- Interprets routine sections of various codes such as the Penal, Municipal, Health and Safety and Vehicle codes;
- Interviews parties to obtain pertinent information;
- Reviews technical problems and situations with attorneys;
- Keeps notes and compiles documents concerning cases;
- Assists victims in the complaint process; refers citizens to other agencies and services;
- Attempts to resolve disputes with City staff when other departments are involved;
- Performs follow-up investigations and research work pertaining to disputes;
- Performs related duties.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

College graduation with a Bachelor's degree, **AND** one year of investigation, legal counseling, law enforcement or related experience.

- * **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.