

CLASSIFICATION SPECIFICATION

FLSA:	EXP	Job Code:	ACV24544
Job Class Code:	510	Salary Schedule:	AREG
EEO Category:	01	Grade:	23
Workers Comp Code:	9410		

Job Code Established:	11/17/97	Effective Date:	
Job Code Revised:		Effective Date:	

JOB CODE SERIES: Labor Law Investigation and Civil Rights Series

JOB CODE TITLE: CIVIL RIGHTS COMPLIANCE MANAGER

HRIS TITLE: CIVIL RGTS CMLPNC MGR

CHARACTERISTICS OF THE CLASS: Reports to the chief counsel of the Civil Rights Section and has considerable latitude in managing the work units. Functions as a second-line supervisor. Approves new and amended Complaints of Discrimination for filing with the Division. Approves for dual-filing with the Division, complaints of employment discrimination deferred by the Equal Employment Opportunity Commission (EEOC). Approves issuance of Notice of Right To Sue to complainants of dual-filed EEOC deferred charges. Accepts, rejects, or modifies, as appropriate, the work products of CRCOs and clerical employees. Assigns and prioritizes, as appropriate, work to CRCOs and clerical employees. Establishes, modifies and implements procedures used in charge processing and case investigations. Conducts settlement negotiations, conciliates and resolves complaints. No unusual work conditions. Manages through subordinate supervisors (Civil Rights Compliance Officers III), the investigation of alleged violations of the federal/state Civil Rights Act related to housing, public accommodations, voting and employment, Fair Housing Act and Americans/Arizonans with Disabilities Act. Directs assessment of parties' interest in resolving disputes, determines parties' goals and facilitates the settlement process. Reviews and analyzes policies and procedures, and makes recommendations for revisions. Analyzes goals and objectives, statutory and/or contractual obligations and the public's expectations. Develops strategies for meeting goals, objectives and expectations within the confines of existing personnel and budgetary constraints.

Work product consists of well organized, efficient work units, timely completion of investigations in accordance with all applicable laws, regulations, rules and procedures; comprehensive/concise reports completed; cases settled through negotiation or prepared for litigation; and realistic and feasible recommendations regarding policies/procedures, goals/objectives and fiscal/budgetary matters. Responsible for planning, directing, managing, and controlling the Civil Rights Compliance Officers (CRCOs) and clerical staff assigned to the compliance functions of the Phoenix Civil Rights Section. Incumbent has responsibility to efficiently and effectively manage the resources and activities of the Section in carrying out its statutory and contractual obligation and in its mandate to enforce the Arizona Civil Rights Acts, as amended, and the Arizonans with Disabilities Act.

EXAMPLES OF DUTIES: Planning, organizing, directing activities of subordinate supervisors and staff. Reviewing and approving new complaints, investigative plans, discovery requests, final investigative reports, case analysis worksheets, closing documents, and other work products prepared by CRCO and clerical staff, including reviewing of documentation in case files gathered during investigation, and reviewing of case files for compliance with file maintenance procedures. Assigning work and provides technical guidance and assistance to clerical and CRCO staff for accomplishing the assigned work. Performing functions associated with the charge deferral relationship and functions involving the management of contracts with the EEOC and HUD. Preparing and/or modifies, and implements policies and procedures, including enforcement of same by CRCO and clerical staff. Preparing correspondence, reports, studies, work schedules, analytical research, and other documentation essential to the effective operation of the office.

Conducting staff meeting, training, and docket reviews; conducts disciplinary-related meetings and counseling, and prepares required documentation; evaluates performance of CRCO and clerical staff, and prepares employee performance appraisal documentation forms. Conducting case investigations, including witness interviews, conciliation conferences, and preparation of closure reports. Responding to external inquiries or complaints against the division and its staff. Conferring with staff attorneys and chief counsel; attends or conducts internal and external meetings, seminars, training sessions, and conferences, including education and outreach for community groups and members of the public. Reviewing, approving, and signing correspondence and reports prepared by CRCO and clerical staff and intended for outside recipients. Providing litigation support; organizes and indexes documents; reviews investigations files; testifies in depositions and other court proceedings; assists legal counsel. Performing outreach to employer, community and school groups; attends fairs; disseminates materials; contacts community groups; visits schools. Attending meetings including staff meetings, continuing legal education. Performing related work as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: management techniques and interpersonal relationships to function as a manager in counseling, motivating, goal setting, and recommending personnel actions affecting staff; public administration and governmental policy, and principles/procedures pertaining to the operation and management of public agencies; contractual agreements entered into by the Division and the U.S. Equal Employment Opportunity Commission (EEOC) and U.S. Department of Housing and Urban Development, including the work sharing agreements; complaint processing procedures imposed by EEOC and HUD through contractual agreements with the Division; statutes enforced by the Civil Rights Division which includes the Arizona Civil Rights Acts, as amended, the Arizona Fair Housing Act as amended, and the Arizonans with Disabilities, as well as comparable federal statutes, including knowledge of the functions and jurisdictions of other Federal, State, and Local agencies; Section and Division policies and procedures, theories of discrimination, elements of proof and applicable case law, including precedent setting court decisions relating to the work of the Division; investigative principles and techniques, including intake methodology; interviewing techniques, discovery procedures and techniques, examining and analyzing documentation, preparing investigative reports, conciliation, and settlement procedures and techniques; special problems encountered by disadvantage people (e.g., minorities, women, the disabled, etc.) with respect to employment, housing, and public accommodation situations; available resources for obtaining information and referring members of the public with special needs and services; principles, concepts, and practices of public personnel management, including State Personnel Rules and supplemental personnel policies established by the agency and division.

Skill/Ability to: organize thoughts and information as well as extensive problem solving and analytical skills; communicate verbally and in writing; organize and prepare clear, concise reports; negotiate the resolution of cases through conciliation; analyze data and prepare comprehensive reports; interpret and research court decisions involving precedent-setting cases of discrimination; supervise, train and manage assigned employees; establish and maintain effective working relationships within the office and agency; resolve employee problems and grievances; interview and investigate; coordinate and prioritize work and activities of self and of subordinate staff; conduct objective evaluations involving sensitive situations and employee performance.

SPECIAL SELECTION FACTORS: May require possession of and ability to maintain a current, valid Arizona driver's license appropriate to the assignment.