

CIVIL RIGHTS INVESTIGATOR

NATURE OF WORK

This is responsible technical work processing complaints alleging discrimination in employment, housing and public accommodations.

Work involves the responsibility for performing both field and office work in the intake and investigation of discrimination complaints, and informing concerned parties on matters concerning policies and procedures relative to the filing and processing of Equal Opportunity complaints. Work involves the application of standard practices to intake and investigation work both within and outside the municipal government structure. Investigations are conducted independently, but in accordance with established departmental regulations and investigatory methods. Work is reviewed by an administrative superior for program effectiveness and conformance with established policies through review of records, reports and regulations.

EXAMPLES OF WORK PERFORMED

Interviews persons alleging discrimination in employment, housing and public accommodation; documents findings and prepares reports and recommendations concerning the findings of the interview.

Conducts educational programs for interested groups concerning issues of discrimination; prepares, edits, selects, assembles and distributes educational material on these issues.

Assists in the formulation of recommendations on policy matters to be made to the Human Rights Commission; participates in conferences and assists in carrying out the goals of the Commission.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of the psychological and social forces involved in the integration of disadvantaged groups into the economy and culture of a community.

Knowledge of federal, state and local civil rights laws.

Ability to maintain objective standards in the evaluation and handling of assigned work projects.

Ability to collect and analyze social and economic data and prepare reports on the same.

Ability to listen and interview persons and issue relevant reports on the same.

Ability to effectively express facts or ideas both orally and in writing.

Ability to establish and maintain effective working relationships with co-workers, government agencies, complainants, respondents and the general public.

MINIMUM QUALIFICATIONS

Graduation from high school or equivalent plus six months of experience processing complaints alleging discrimination in employment, housing and public accommodations; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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