

GENERAL DESCRIPTION OF CLASS

The CIVIL RIGHTS FIELD REPRESENTATIVE 1 plans and conducts investigations of complaints of discrimination; analyzes investigative data; prepares written Administrative Determinations; screens civil rights complaint inquiries to determine jurisdiction; and prepares State and Federal complaints of discrimination in employment, housing, public accommodation and vocational schools.

DISTINGUISHING FEATURES

The Civil Rights Field Representative 1 is the first level of a two-level series. This class is distinguished from the second level by its restriction from mediation/negotiation of Pre-Determination Settlements, and its restriction from the role of fact finder and the utilization of the Fact Finding Conference process. Employees in this class receive a greater degree of supervision and guidance than employees at the higher level.

DUTIES AND RESPONSIBILITIES

- 1. Investigation.** Typical tasks: analyzes the formal complaint and accompanying documentation to determine specific investigative issues and applicable civil rights laws and administrative rules; develops and implements an investigative plan delineating the projected scope, timing and direction of the investigation; prepares an amended complaint if the investigation identifies an additional protected class; prepares an additional complaint if the investigation identifies a new cause for action; obtains evidence through interviews of complainant, responding parties, witnesses and comparator; obtains evidence through written request, subpoena, collection of documentation, on-site observation and examination of documents, records and physical evidence; organizes investigative data into a case file structured in accordance with Division standard operating procedures; evaluates and analyzes investigative data in order to determine if substantial evidence of discrimination is present; submits a written Administrative Determination of the investigative findings; and provides testimony in court, at depositions or at agency administrative hearings.
- 2. Complaint Intake.** Typical tasks: conducts careful questioning of the complaining individual's account of the facts and collects relevant available documentation to determine if a prima facie case exists; provides an explanation of the law and its application to the fact situation; drafts a formal complaint if a prima facie case is established; and provides an explanation of the Division's investigative and administrative processes.
- 3. Jurisdictional Screening.** Typical tasks: responds to public inquiries made by telephone, letter or in-person regarding agency jurisdiction in accordance with State and Federal civil rights statutes and Oregon administrative rules; obtains sufficient information from public inquiries to determine jurisdiction for referral to the agency complaint intake process or other appropriate resource.
- 4. Miscellaneous.** Typical tasks: participates in public education/awareness through speeches and other public presentations; participates in Division and inter/intra-Agency special projects, training sessions and task forces.

RELATIONSHIPS WITH OTHERS

Employees in this class obtain information relevant to the investigation of complaints of discrimination through in-person, telephone and written contact on a daily basis with complainants, responding parties, attorneys, corporate officers, consultants and witnesses and through occasional contact with union representatives, law-enforcement agencies, other governmental entities and private businesses.

SUPERVISION RECEIVED

Employees in this class receive general supervision from unit supervisors. Unit supervisors assign work, meet the employee occasionally to review/problem-solve the work in progress and review completed work products for timeliness, accuracy, completeness and appropriateness of recommendations/actions. State and Federal laws, administrative rules and agency operational procedures provide guidelines for the intake and investigation of complaints of discrimination.

GENERAL INFORMATION

Positions require the willingness to travel, including occasional overnight trips.

KNOWLEDGE, SKILLS, AND ABILITIES (KSA)

Skill in basic interviewing, comparison and analysis of documents, facts and statistics.

Skill in problem solving, decision making and working under general supervision.

Skill in preparing clear, concise yet comprehensive written reports.

Skill in the organization/prioritization of work with competing deadlines and the maintenance of effective time management.

Skill in communicating complex information such as statutes, rules or regulations both in writing and in-person to people of diverse socio-economic backgrounds.

Ability to acquire knowledge of State and Federal civil rights laws.

Ability to analyze and interpret statutes, rules, regulations and their application to complex fact situations.

Ability to learn the principles and methods of effective field investigation.

Ability to elicit information from and work effectively with persons of various socio-economic backgrounds.

Ability to elicit information from persons who may be emotionally upset, reluctant or hostile.

Ability to objectively analyze conflicting allegations, testimony and/or documentary records.

Ability to get along with people, maintain good working relationships and act as an effective team member.

Ability to make presentations to diverse groups.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. ABILITIES may be required for initial consideration, at any time during the selection process, or during a trial service period as a final stage of the selection process. Some duties performed by positions in this class may require different KSA's. No attempt is made to describe every KSA required for **all** positions in this class. Additional KSA requirements will be explained on the recruiting announcement.

Adopted 4/90

Revised

Examples of work are typical of duties assigned to this class. No attempt is made to describe every duty performed by all positions in this class.