

GENERAL DESCRIPTION OF CLASS

The CIVIL RIGHTS INTAKE OFFICER determines which inquiries are potential civil rights complaints based upon both State and Federal statutes, investigates potential complaints to determine existence of prima facie case under either State or Federal statute and prepares a written complaint. The Civil Rights Intake Officer also plans and conducts investigations of complaints of discrimination, analyzing investigative data and preparing written Administrative Determinations.

DISTINGUISHING FEATURES

This is a single classification and not currently part of a series of classes.

DUTIES AND RESPONSIBILITIES

The duties listed below are not inclusive but characteristic of the type and level of work associated with this class. Individual positions may perform all or some combination of the duties listed below as well as other related duties.

1.Intake Investigation

Interview potential complainants and collect and examine documentation to determine the nature, basis, and jurisdiction of prima facie cases, distinguishing between Intake issues to determine jurisdiction and investigative issues to determine substantial evidence. Explain the law and its application to the situation. Draft formal complaints when prima facie cases are established.

Explain Division's investigative and administrative process in response to public inquiries, and provide information regarding the Agency's jurisdiction in accordance with both State and Federal Statutes and administrative rules.

Obtain sufficient evidence through interview of potential complainants to determine jurisdiction for referral to the agency complaint-intake process.

2.Investigation

Analyze formal complaints and accompanying documentation to determine specific issues and applicable civil rights laws and administrative rules. Develop and implement a plan delineating the scope, timing and direction of the investigation. Prepare a new or amended complaint if a new cause of action is identified or the investigation requires an additional protected class or a new respondent.

Obtain evidence by interviewing complainants, responding parties, witnesses, and comparators or from written requests, subpoena, collecting documentation, on-site observation and examination of documents, records, and physical evidence. Prepare case files in accordance with Division standard operating procedures.

Evaluate investigative data to determine if substantial evidence of discrimination is present and submit a written Administrative Determination of the investigative findings. Provide testimony in court, at depositions, or at agency administrative hearings.

RELATIONSHIPS WITH OTHERS

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

SUPERVISION RECEIVED

Employees in this class receive general supervision from an administrative superior who assigns work and meets with the employee occasionally to review or problem-solve work in progress and review completed work for timeliness, accuracy, and completeness, and, on an as-needed basis, appropriateness of recommendations and actions. State and Federal laws, administrative rules, and agency operational procedures provide guidelines for intake and investigating complaints of discrimination.

KNOWLEDGE AND SKILLS

Basic knowledge of State and Federal civil rights laws.

Basic knowledge of interpersonal relations and problem-solving.

Basic knowledge of the principles and methods of effective field investigation.

Skill in eliciting information from and working effectively with persons of various socioeconomic backgrounds, including those who may be emotionally upset, reluctant or hostile.

Skill in analyzing and interpreting statutes, rules or regulations and applying to complex fact situations.

Skill in objectively analyzing conflicting allegations, testimony, and documentary records.

Skill in communicating complex information regarding statutes or rules or regulations, both in writing and in-person, to people of diverse socioeconomic backgrounds.

Skill in basic investigative procedures, e.g., interviewing, comparison, and analysis of documents, facts, and statistics.

Skill in preparing clear, concise yet comprehensive charges based upon careful analysis of complex information.

Skill in exercising independent judgment, problem-solving, decision-making, and working under minimal supervision.

Skill in maintaining good working relationships and acting as an effective team member.

Skill in organizing and prioritizing work with competing deadlines.

Skill in making presentations to diverse groups which may include testifying in administrative hearings, depositions and State and Federal courts.

Skill in formulating investigative plans and adapting the plan to changing circumstances as the investigation proceeds.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

Adopted 4/90

Revised