

## City of Fort Worth, Texas Job Description

<b>Classification Title</b>	Human Relations Coordinator		
<b>Job Code:</b>	PR1660	<b>Job Family:</b>	Professional
<b>Pay Grade</b>	610	<b>Date Created:</b>	08/22/15
<b>FLSA Status</b>	Exempt	<b>Date Revised:</b>	

### **GENERAL SUMMARY**

Manages, supervises and coordinates select programs, activities, operations and staff of the Human Relations Unit. Oversees and coordinates the community outreach, public engagement and marketing efforts; and provides administrative support to assigned management.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Manages and executes the Grant Fund Management program; develops Mayor and Council communications for acceptance of grant monies; and submits voucher requests for drawdown of monies obligated under federal contract.
3. Participates in the development and administration of select areas of the annual budget; forecasts funds need for equipment, materials and supplies; and monitors and approves expenditures.
4. Plans, develops and implements effective information tools for community education and outreach in an effort to further mission and goals of the Human Relations Commission.
5. Manages and participates in the development of goals, objectives, policies and priorities for assigned programs; and recommends and administers policies and procedures, as assigned.
6. Monitors and evaluates the quality, responsiveness, efficiency and effectiveness of service delivery methods and procedures; works for continuous improvement of citizen responsiveness; and recommends modifications to programs, policies and procedures, as appropriate.
7. Provides staff assistance to Human Relations Administrator and Human Relations Commission; researches and maintains current knowledge of marketing communications, public engagement, human rights and fair housing/employment

news and trends; and prepares and presents activity and staff reports and other correspondence.

8. Responds to requests for information or services from residents, neighborhood organizations, outside agencies, Mayor and Council and other departments.
9. Performs other related duties as required.
10. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**

- Principles and practices of public administration, management, city organization and departmental responsibilities.
- Principles of supervision, training and performance evaluation.
- Policies and procedures of the Federal Department of Housing and Urban Development and the Equal Employment Opportunity Commission.
- City purchasing practices.
- State, local and federal fair housing, employment, public accommodation and other anti-discrimination laws.
- Basic procedures, methods and techniques of budget preparation and control.
- Recent developments, current literature and information related to program management.
- Modern office equipment including computers.
- Crisis, internal and public communication.
- Pertinent Federal, State and local laws, codes and safety regulations.

- **Skill in:**

- Computers and applicable software.
- Delivering presentations.

- **Ability to:**

- Communicate clearly and effectively, both orally and in writing.
- Monitor and evaluate the effectiveness of current outreach and engagement efforts and make recommendations or propose changes.
- Prepare clear and concise reports.
- Allocate resources in a cost effective manner.
- Analyze problems, identify alternative solutions and implement recommendations in support of goals.
- Conduct technical and online research and analysis.
- Create operational/instructional manuals, reports, presentations and remarks.
- Recommend and implement goals and objectives.
- Counsel management on communication issues.
- Elicit community and organizational support for program.
- Promote program by implementing and designing marketing and promotional items.
- Interpret and explain City policies and procedures.

- Prepare and administer program budgets.
- Establish and maintain effective working relationships.

## **MINIMUM JOB REQUIREMENTS**

Bachelor's degree from an accredited college or university with major course work in public administration, business administration, human relations, or a related field and three years of increasingly responsible experience in human relations investigation, mediation, and resolution, or related field.

## **OTHER REQUIREMENTS**

Valid Texas driver's license.

## **WORKING CONDITIONS**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling and lifting.

## **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Medium work – Depending on assignment, positions in this class typically exert up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and/or up to 20 pounds of force constantly having to move objects.