

City of Fort Worth, Texas Job Description

Classification Title	Human Relations Manager		
Job Code:	MG1371	Job Family:	Management
Pay Grade	613	Date Reviewed:	07/10/15
FLSA Status	Exempt	Date Revised:	

GENERAL SUMMARY

Directs, manages, supervises and coordinates the activities and operations of the Human Relations Commission (HRC), including reviewing, investigating, evaluating, and processing employment, housing and public accommodation discrimination charges. Coordinates assigned activities with other divisions, departments and outside agencies; and provides complex administrative support to the assigned senior management personnel.

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 participates in the development and implementation of goals, objectives, policies and priorities for assigned programs. Recommends and administers policies and procedures.
3. Monitors and evaluates the quality, responsiveness, efficiency and effectiveness of assigned human relations programs, methods and procedures; and works with personnel on the continuous improvement of human relations services.
4. Interviews and counsels individuals concerning employment, housing, and public accommodation discrimination; offers assistance; and provides referrals.
5. Reviews and evaluates equal employment and housing opportunity contract compliance activities. Develops recommendations to improve operations and solve problems.
6. Performs research and gathers information regarding complaints and charges of discrimination received; meets with various parties to discuss and act on complaints; and monitors case production and compliance with contract requirements.
7. Presents educational programs to various employees, outside groups and agencies.

8. Participates in the reviews by federal agencies contracted with the Human Relations Commission; and coordinates with federal agencies regarding questions or concerns about completed investigations.
9. Oversees federal contracts. Negotiates program segments; obtains or commits resources; gains compliance with established policies and regulations; and participates in conferences, meetings or presentations involving problems or issues.
10. Participates in the development and administration of the division's annual budget. Participates in the forecast of funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; and implements adjustments.
11. Serves as staff liaison, as needed, to standing committees of the HRC; and prepares and presents staff activity reports and other necessary correspondence.
12. Performs other related duties as required.
13. 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.
14. Pursuant to the City of Fort Worth's Code of Ordinances and Personnel Rules and Regulations, employees in this position cannot file an appeal of disciplinary actions taken against them.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**

- Operational characteristics, services and activities within the human relations program, including employment, housing and public accommodation discrimination.
- Modern and complex principles and practices of human relations, including methods and techniques used in investigation, training, counseling, and conflict resolution.
- Principles and practices of program development and administration.
- Methods and techniques utilized in drafting reports and legal documents related to discrimination.
- Laws, regulations, executive orders, court decisions and issues related to equal opportunity program area.
- Principles and practices of municipal budget preparation and administration.
- Principles of supervision, training and performance evaluation.
- Pertinent Federal, State and local laws, codes and regulations related to civil rights enforcement.
- Federal procurement laws.
- Principles of program management.
- Compliance practices, procedures and techniques.

- **Skill in:**

- Research and analysis.
- Problem solving and consulting.
- Organization and time management.

- Interpersonal relations.
- Negotiation and conflict resolution.
- Strategic thinking.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Oversee and participate in the management of a comprehensive human relations program.
 - Effectively deal with individuals of all racial, ethnic, and religious groups.
 - Oversee, direct and coordinate the work of subordinate employees.
 - Select, supervise, train and evaluate subordinate employees.
 - Participate in the development and administration of division goals, objectives and procedures.
 - Prepare and administer large program budgets.
 - Prepare clear and concise administrative and activity reports.
 - Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
 - Research, analyze and evaluate human relations methods and techniques.
 - Interpret, understand, and apply Federal, State and local policies, laws and regulations related to human relations.
 - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major course work in Public or Business Administration, Human Relations, Sociology, Pre-Law or a related field and five years of increasing responsible experience in human relations investigation, mediation, and resolution, including two years of administrative and supervisory responsibility.

OTHER REQUIREMENTS

None.

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 and repetitive motions.

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.

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.