

City of Fort Worth, Texas Job Description

Classification Title	Senior Human Relations Investigator		
Job Code:	PR2391	Job Family:	Professional
Pay Grade	610	Date Reviewed:	06/22/15
FLSA Status	Exempt	Date Revised:	

GENERAL SUMMARY

Reviews, investigates, evaluates and processes employment, housing and public accommodation discrimination charges. Assists in the activities and operations of the Human Relations Commission; and provides administrative support to Human Relations Manager.

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. Reviews charges of discrimination filed in the areas of employment, housing, and public accommodation.
3. Develops investigative plan and time schedule for each discrimination complaint or charge; prepares and maintains case history records for each charge; and reviews and investigates plans submitted by Human Relations Investigators.
4. Interviews individuals concerning employment, housing, and public accommodation discrimination; offers assistance; and provides referrals.
5. Performs research and gathers information regarding complex complaints and charges of discrimination received; and meets with various parties to discuss and act on complaints.
6. Prepares a summary of facts obtained during investigation of complex discrimination complaints; and makes recommendations for determination of reasonable cause or no reasonable cause in response to discrimination allegations.
7. Reviews final summary of facts obtained during investigations and recommendations for determination of reasonable cause or no reasonable cause in response to discrimination allegations submitted by Human Relations Investigators.
8. Conducts mediations and conciliation efforts and resolutions; and assists in responding and resolving sensitive citizen inquiries and complaints.

9. Participates in presenting educational programs to various employees and outside groups and agencies; and provides responsible staff assistance to the Human Relations Manager.
10. Performs other related duties as required.
11. 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:**
 - Operational characteristics, services and activities within the human relations program, including employment, housing and public accommodation discrimination.
 - Principles and practices of human relations, including methods and techniques used in investigation, training, counseling and conflict resolution.
 - Principles and practices of supervision, training and evaluation.
 - Principles and practices of program development and administration.
 - Methods and techniques utilized in drafting reports and legal documents related to discrimination.
 - Pertinent federal, state and local laws, codes and regulations related to civil rights enforcement.
- **Skill in:**
 - Organization and time management.
 - Critical thinking and decision making.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Effectively deal with individuals of all racial, ethnic, and religious groups.
 - 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 with major course work in Public or Business Administration, Human Relations, Sociology, Pre-Law or a related field and three years of increasingly responsible experience in human relations investigation.

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, 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.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.