

City of Fort Worth, Texas Job Description

Classification Title	Human Relations Investigator		
Job Code:	PR1670	Job Family:	Professional
Pay Grade	608	Date Reviewed:	06/16/15
FLSA Status	Exempt	Date Revised:	1/22/2026

GENERAL SUMMARY

Assists in the operations and activities of the Human Relations Commission, including reviewing, analyzing, evaluating, investigating and processing complaints of discrimination. Conducts conciliations, negotiations and mediations; researches, interprets and applies law; and provides administrative support and educational information and resources.

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. Researches and gathers information relevant to filed complaints of discrimination; reviews and analyzes evidence obtained; and provides recommendations, final investigative reports and letters of investigative determinations.
2. Interviews involved parties and witnesses concerning employment, housing and public accommodation discrimination; utilizes different methods of communications; and draws logical and reasonable conclusions.
3. Provides information on Fair Housing, Equal Employment and City Ordinances and provides referral to enable citizens in obtaining resources.
4. Conducts on-site investigations; reviews files; interviews witnesses; purges evidentiary files; draws observations; takes photographs and measurements; analyzes evidence; and drafts letter of determination.
5. Develops investigative plan and time schedule for each discrimination complaint or charge; and maintains case history records for each charge.
6. Conducts settlement negotiations through parties and attorneys or representatives; and facilitates agreement and complaint resolution.
7. Participates in presenting educational programs to various outside groups and agencies during public events and/or private training sessions.
8. Performs other related duties as required.
9. 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:**
 - Federal, state and local employment discrimination laws.
 - Methods and techniques utilized in drafting reports and legal documents.
 - 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 program development and administration.
 - Public Information sources to obtain information on property owners, employers and citizens.
 - Process of issuing subpoenas and order discovery.
 - Commission Hearings administrative process.
 - Principles and practices Human relations programs.
 - Fair Housing Act, Equal Employment and City Ordinance anti-discrimination laws.
 - Discovery techniques.
- **Skill in:**
 - Case management.
 - Time management, organization, and critical thinking.
 - Conducting interviews.
 - Critical thinking.
 - Computers and applicable software.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Analyze and transfer information and evidence into formal written reports.
 - Research case laws and apply to investigations.
 - Maintain confidentiality.
 - Conduct compliance reviews of agreements.
 - 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

Associate'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 one (1) year of responsible experience in human relations investigation. Equivalent combinations of education and experience may be substituted for all or part of these basic requirements.

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, 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.

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.