

**STATE OF CALIFORNIA
CIVIL RIGHTS DEPARTMENT
DUTY STATEMENT**

Employee Name	Classification Name	Position Number
Vacant	FEH Consultant III (Spec)	326-253-9547-000
Division/Unit	Date	Prior Pos# (if applicable)
Enforcement/Team 2		

The incumbent performs a variety of tasks under the supervision of the District Administrator (Staff Services Manager II) and may also receive direction from the Regional Administrator (Staff Services Manager III) or Assistant Deputy Director. The Consultant III provides professional, quality service and accurate information to the public by accepting, investigating, and resolving complaints of employment and housing discrimination, denial of services by a public accommodation, and acts of hate violence under the Fair Employment and Housing Act, Ralph Civil Rights Act, Unruh Civil Rights Act, Disabled Persons Act, and Government Code 11135 (henceforth laws.) This is the nonsupervisory, technical specialist position.

Essential Functions

- 25% **Investigation**: Independently, conducts the more technical complex objective fact-finding investigations into complaints of discrimination of complex or difficult nature. Analyzes the more complex technical issues with reference to the appropriate interpretation and application of civil rights laws, rules, and regulations. Prepares formal investigative discovery (e.g., interrogatories, subpoenas), interviews witnesses, reviews and analyzes documents. Meets time frames based on established guidelines for technical case investigation and as set forth by statutory requirement(s). Conducts the more complex on-site investigations, as warranted. Determines whether a violation of the law has occurred. Prepares a report pertaining to each investigation completed in accordance with departmental procedures/guidelines.

- 20% **Settlement Conferences**: Explores resolution and negotiates the more highly complex settlements between complainants and respondents. Prepares for and participates in the settlement conferences with the District Administrator or Regional Administrator, complainant(s) and respondent(s). Prepares the highly complex settlement documents which must be completed with considerable independence, minimal review, and substantial authority.

- 20% **Case Management**: Maintains all case-related information in the department's case management system(s). Maintains proper records in compliance with departmental procedures. Maintains case diaries to reflect changes case activity, including changes of address, dates of correspondence, interviews and contacts, and the content of interviews and conversations.

- 20% **Complaint Intake**: Interprets and explains areas of Departmental jurisdiction to prospective complainants and respondents. Determines whether complaints need to be accepted, amended or corrected. Analyzes the more complex technical issues with reference to the appropriate interpretation and application of various civil rights laws, rules, and regulations. Solicits sensitive information in a tactful manner.

10% Provides Spanish translation/interpreter services and preparation of general office letters to the general public for the Enforcement Division.

Marginal Functions

5% Other: Attends Department meetings. Acts in a lead capacity over Consultant I, II's and Office Technicians when assigned. May participate in seminars and interact with various respondent and community groups. Performs as a subject matter expert, train, field questions, and issues from Consultant I, II's and other duties, as assigned.

Desirable Qualifications:

- Ability to function in sensitive areas in a tactful and judicious manner.
- Willingness to work irregular hours and to travel widely within an assigned area.
- Demonstrated objectivity and problem-solving abilities.
- Ability to manage conflict, remain calm and flexible, and prioritize emergent tasks as assigned, particularly tasks with impending deadlines.
- Experience in or knowledge of complete investigative techniques, methodology and/or settlement of complaints.
- Ability to communicate effectively and establish and maintain cooperative working relationships with co-workers and members of the public and display excellent customer service skills.
- Ability to interpret and apply laws and regulations to specific situations.
- Ability to follow oral and written instruction and established procedures.
- Ability to gather and analyze facts and evidence; reason logically, draw valid conclusions, and make appropriate recommendations and participate effectively in investigations and interviews.
- Ability to prepare written documents and accurate detailed reports clearly and concisely
- Experience working as a project leader or coordinating the efforts of representatives on projects.
- Ability to speak a second language (bilingual) or American Sign Language preferred, but not required.

Work Environment, Physical, or Mental Abilities:

The demands described here are representative of those that must be met by the incumbent, with or without a reasonable accommodation, to successfully perform the essential functions of the job.

- Requires daily use of a personal computer and related software applications at a workstation.
- Requires ability to complete tasks that typically may require making repetitive hand movements in the performance of daily duties, with or without reasonable accommodations and modifications to facilitate such tasks.
- Requires prolonged use of a workstation for 6.5 to 7 hours per day.
- Requires dependability and excellent attendance records.
- Requires occasional travel to conduct on-site investigations.

Working Conditions:

The above statements are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all responsibilities, duties, skills or working conditions associated with this job.

Supervision Received:

The FEH Consultant III (Specialist) receives general supervision from the District Administrator and may receive direction from the Regional Administrator or Assistant Deputy Director.

Supervision Exercised:

None.

Personal Contacts:

The FEH Consultant III (Specialist) has daily contact with Departmental management and staff, complainants, respondents, legal representatives, and the general public.

Actions and Consequences:

The FEH Consultant III (Specialist) must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the Department’s Enforcement Directives, Administrative Manual, Clerical Manual, Case Analysis Manual, Pre-Accusation Discovery Manual, and any directions received from Departmental management personnel. The FEH Consultant III (Specialist) interacts professionally and appropriately with a wide range of persons, internal and external to the Department, including other Department employees, complainants, respondents, attorneys and community-based organizations. The FEH Consultant III (Specialist) is a nonsupervisory more technical complex position requiring daily interaction with the public and the processing of time-sensitive and confidential documents. A failure to process work promptly, accurately and with good judgment could result in the rights of complainants and/or respondents, as set forth in the Fair Employment and Housing Act, Ralph Civil Rights Act and the Unruh Civil Rights Act being jeopardized and/or compromised. Failure to use good judgment in handling sensitive and confidential information could result in violation(s) of individual privacy rights.

Certification of the Employee:

I have read and understand the duties as described above for the FEH Consultant III (Specialist). I meet the job requirements as described above and I am capable of performing the essential functions with or without reasonable accommodation.

Employee’s Signature

Date

Supervisor’s Signature

Date