

**MAJOR FUNCTIONS**

This is responsible, professional and administrative work, conducting investigations of discrimination and harassment claims and recommending appropriate action. A Diversity and Inclusion Specialist is responsible for investigating Equal Employment Opportunity (EEO) and Americans with Disabilities Act (ADA)-related complaints or charges to determine whether actions violated City policies and procedures or state or federal laws. The incumbent is expected to exercise considerable discretion in carrying out responsibilities independently and with awareness of equal employment and affirmative action issues and sensitivities. The incumbent is expected to work independently in carrying out program responsibilities and varied assignments without detailed instructions and within the specified timeframe. Work is subject to review by the Manager of Diversity and Inclusion through reports, conferences, performance evaluations, feedback from customers and observations of results obtained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Conducts investigations of EEO and ADA related complaints and charges to determine whether federal, state or local rules, policies or regulations were violated. Administers the reasonable accommodation process and ensures compliance with the Americans with Disabilities Act. Determines investigation methods or techniques to be used; interviews complainants, respondents, witnesses and other individuals. Conducts site visits; reviews records of past practices; records, reviews and catalogs all documents related to a complaint; corresponds with supervisors, managers and directors to obtain needed information. Analyzes information and data obtained from investigations to determine whether a claim is valid; prepares timely, fact-finding reports and makes recommendations on appropriate resolution of claims. Develops and maintains internal measures to track EEO/ADA status. Mediates and utilizes alternative resolution and problem-solving processes to resolve internal organizational complaints and claims. Identifies areas for policy improvement and recommends programs, strategies and other collaborative activities to prevent discrimination and harassment from occurring in City departments. May provide training for supervisors, managers and employees on EEO, ADA and harassment related issues. Assists with the general activities, programs and initiatives of the department as assigned and performs related work as required.

**Other Important Duties**

Keeps abreast of changes in local, state or federal laws, and regulations. Explains complaint investigation processes and procedures; assists and provides guidance to employees in filling out complaint forms. Attends training as needed. May serve on project teams as needed. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities And Skills**

Considerable knowledge of principles and practices of equal employment and ADA investigations; including interviewing methods and techniques. Considerable knowledge of federal, state and local laws, regulations and court decisions applicable to areas of assigned responsibility, including EEO and ADA. Knowledge of research methods and data analysis techniques; and principles and practices of effective business communication. Ability to design, implement and utilize data gathering and reporting procedures. Ability to gather relevant data, analyze problems, evaluate alternatives and make appropriate recommendations. Ability to conduct probing and insightful interviews often dealing with sensitive subject matter. Ability to write clear and concise reports in a timely manner. Ability to exercise independent judgment and initiative within established guidelines. Ability to present proposals and recommendations clearly and logically. Ability to represent the City effectively and professionally in matters involving employees on a variety of equal employment issues. Ability to

communicate effectively orally and in writing. Ability to prepare timely, clear, concise, and accurate reports, correspondence, analytical studies and other written materials. Ability to maintain confidential and sensitive information. Ability to exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and employee situations. Ability to establish and maintain effective working relationships. Skill in the operation and use of standard business computer software and associated databases.

Minimum Training and Experience

Possession of a bachelor's degree in human resource management, public or business administration, industrial relations, psychology, education, liberal arts, or a related field and three years of experience in the investigation of EEO and ADA claims; or an equivalent combination of training and experience.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Established: 11-19-12

Revised: 11-09-19