

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

Employee Name	Classification Name	Position Number
Vacant	FEH Consultant III (Specialist)	326-XXX-9547-XXX
Division/Unit	Date	Prior Pos# (if applicable)
Enforcement/Employment Team 1		

SUMMARY OF DUTIES AND RESPONSIBILITIES

Under the general direction of the Staff Services Manager II, the incumbent serves as a non-supervisory technical specialist by independently overseeing the reporting functions to federal partners, stakeholders, and the public. Assists in the development of policy changes and completes special projects. Investigates and resolves employment, housing, and public access discrimination complaints under the Fair Employment and Housing Act and other civil rights statutes enforced by the Civil Rights Department.

Essential Functions

- 35% Independently conducts the more technical complex neutral fact-finding investigations into complaints of discrimination of a 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 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 reports pertaining to each investigation completed in accordance with Departmental procedures/guidelines.
- 35% Assists in developing quality review standards, processes, and recommends establishing and/or drafts procedure and/or policy changes applicable to the Enforcement Division. Completes high-priority program development projects for the Deputy Director of Enforcement, Assistant Deputy Director, or District Administrator.
- 15% Performs on behalf of the Deputy Director of Enforcement, Assistant Deputy Director, or District Administrator. Responds to inquiries from the public regarding Employment Divisions case policies, procedures, and case processing activities.
- 10% Attends Department meetings. May participate in seminars and interact with various respondent and community groups. Performs as a lead, provides technical assistance, trains, and fields questions/issues from Consultant I/II's and/or SSA/AGPA's and other duties as assigned.

Marginal Functions

5% Other duties as assigned.

Desirable Qualifications

- Demonstrated experience conducting investigations and/or analysis that require both gathering facts and then applying legal standards to the evidence.
- Ability to communicate effectively and establish and maintain cooperative working relationships with co-workers and members of the public, display excellent customer service.
- Demonstrated experience/knowledge using electronic case management systems to track candidate's own caseload.
- Demonstrated experience investigating allegations of employment discrimination, housing discrimination or discrimination in public accommodations.
- Ability to operate a computer and knowledge of Outlook, Excel, and Word software programs.

Special Personal Characteristics

Ability to communicate effectively with co-workers and members of the public, and display excellent customer service skills.

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 emotional stability; ability to remain flexible and prioritize emergent tasks as assigned, particularly tasks with impending deadlines.

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.

Actions and Consequences

Must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the Fair Employment and Housing Act, Unruh Act, Ralph Act, Disabled Persons Act, Department’s Enforcement Directives, Administrative Manual, Clerical 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, complex technical specialist 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, Unruh Civil Rights Act, and the Disabled Persons 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 a reasonable accommodation.

Employee’s Signature

Date

Supervisor’s Signature

Date