

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

Employee Name	Classification Name	Position Number
Vacant	FEH Consultant III (Specialist)	326-278-9547-002
Division/Unit	Date	Prior Pos# (if applicable)
Enforcement/EG Housing	2/26/24	

SUMMARY OF DUTIES AND RESPONSIBILITIES

Under the general direction of the Staff Services Manager II (SSM II), the Fair Employment and Housing (FEH) 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, and the Unruh Civil Rights Act. This is the nonsupervisory, technical specialist FEH Consultant level position.

Essential Functions:

- 35%** Investigation: Independently conduct the more technical, complex, objective, fact-finding investigations into complaints of discrimination. Analyze the more complex technical issues with reference to the appropriate interpretation and application of civil rights laws, rules, and regulations. Prepare formal investigative discovery (e.g., interrogatories, subpoenas, etc.), interview complainant(s), respondent(s) and witnesses, review and analyze documents. Meet time frames based on established guidelines for technical case investigation and as set forth by statutory requirement(s). Conduct the more complex on-site investigations, as warranted. Determine whether a violation of the law has occurred. Prepare reports pertaining to the status of each investigation in accordance with departmental procedures/guidelines.
- 20%** Settlement Conferences: Explore resolutions and negotiate more highly complex settlements between complainants and respondents. Prepare and participate in settlement conferences with the District Administrator/SSMII, or Staff Services Manager I (SSMI), complainant(s), and respondent(s). Prepare highly complex settlement documents, which must be completed with considerable independence, minimal review, and substantial authority.
- 20%** Case Management: Maintain all case-related information in the department's case management system(s). Maintain proper records in compliance with departmental procedures. Maintain case diaries to reflect changes in case activity, including address changes, dates of correspondence, interviews, contacts, and the content of interviews and conversations.
- 20%** Complaint Intake: Interpret and explain areas of Departmental jurisdiction to prospective complainants and respondents. Determine whether complaints need to be accepted, amended or corrected. Analyze the more complex technical issues with reference to the appropriate interpretation and application of various civil rights laws, rules, and regulations. Solicit sensitive information in a tactful manner.

Marginal Functions:

5% Attend Department meetings. Act in a lead capacity over Consultant Is, IIs, SSAs, AGPAs, and Office Technicians when assigned. May participate in seminars and interact with various respondents and community groups. Perform as a subject matter expert, train, field questions and issues from Consultant Is, IIs, SSAs, and AGPAs. Perform other duties as assigned.

Desirable Qualifications:

- Ability to analyze data and draw appropriate conclusions; understand and apply complex theories, laws and regulations and apply legal standards to the evidence related to civil rights enforcement.
- Ability to communicate effectively with co-workers and members of the public, and display excellent customer service skills.
- Understand and apply case processing procedures.
- Excellent organizational, caseload management/monitoring and negotiation skills.
- Demonstrate good decision-making abilities, problem solving skills, and work with independence of action.
- Communicate effectively both verbally and in writing; train and develop staff to the point of independent functioning. Ability to operate a computer and knowledge of Excel and Word software programs.
- Ability to use typing skills to record interviews with people.
- Selected candidate may be required to travel to conduct state business.
- Ability to speak a second language (bilingual) or American Sign Language preferred.

Special Personal Characteristics:

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.

Work Environment, Physical, or Mental Abilities:

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

- Requires ability to effectively handle stress of multiple demands and deadlines, and work in a noisy and fast paced environment.
- Requires daily use of a personal computer and related software applications at a workstation.
- Requires ability to complete tasks that require making repetitive hand movements in the performance of daily duties.
- Requires prolonged sitting and/or standing in a workstation for 6.5 to 7 hours per day.
- Requires punctual and regular attendance.
- 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 direction from the SSM II, and may receive direction from the Assistant Deputy Director and Deputy Director of Enforcement.

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, 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 and I am capable of performing the essential functions and meet the job requirements as described above with or without a reasonable accommodation.

Employee’s Signature

Date

Supervisor’s Signature

Date