



Code: 1354
Family: Human Resources
Service: Administrative
Group: Statistical, Technical And Analytical
Series: Personnel

CLASS TITLE: EEO INVESTIGATOR

CHARACTERISTICS OF THE CLASS

Under general supervision, conducts investigations involving claims related to discrimination based on race, gender, age, etc., sexual harassment claims, and claims involving violence in the workplace, and performs related duties as required

ESSENTIAL DUTIES

- Responds within 24 hours to claims filed via telephone, walk-in, or the online system involving equal employment opportunity, sexual harassment and/or violence in the workplace issues
- Arranges to meet with complainant(s) to take full statement, makes initial determination if case falls within jurisdiction, and completes appropriate in-take forms. In cases that do not fall within jurisdiction, files completed in-take forms and notes if the complainant(s) was referred to another investigatory body. Prepares memo to complainant(s) stating that the Department of Human Resources does not have jurisdiction
- Updates and maintains a case management and tracking system with appropriate information (e.g., case code, witness information, description of documents)
- Conducts investigations through follow-up interviews with complainant(s); arranging and completing interviews with witnesses, supervisors, and managers as appropriate. Keeps manager apprised of case progression
- Works closely with other departments to manage cases (e.g., Law and Commission on Human Relations). May serve as primary contact with the Department of Law involving cases that have shifted to external venues such as the EEOC
- Researches relevant policies, rules, and laws (federal, state, local) that apply to cases under investigation
- Prepares summary reports outlining findings, and submits a recommendation of sustained or un-sustained and course of action to the manager for review and approval. Prepares and maintains a folder of all case related documents in a format that facilitates legal review
- Issues letters informing parties of recommended actions, and follows-up to ensure recommendations are carried out
- Stays abreast of federal, state, and local laws, as well as court cases and trends regarding discrimination, harassment, case management, and best practices
- Assists in the development of policies and procedures and conducts training programs and workshops (e.g., diversity and sexual harassment prevention), as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree in Human Resources Management, Organizational Development, Criminal Justice, or a directly related field, plus either three years of professional work experience in Employee or Labor Relations **OR** three years of professional work experience in the performance of fact finding analyses and

investigative research and reporting; or an equivalent combination of education, training and experience, provided that the minimum degree requirement is met.

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- *applicable federal, state, local laws, statutes, regulations, and guidelines
- *investigative procedures
- human resource administration principles, policies, practices, and techniques
- *applicable computer software packages and applications

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills

- *ACTIVE LISTENING – Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING – Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COORDINATING WITH OTHERS – Adjust actions in relation to others' actions
- *NEGOTIATION – Bring others together and trying to reconcile differences
- *JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions and choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION – Listen to and understand information and ideas presented through spoken words and sentences
- COMPREHEND WRITTEN INFORMATION – Read and understand information and ideas presented through spoken words and sentences
- SPEAK – Communicate information and ideas in speaking so others will understand
- WRITE – Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS – Apply general rules to specific problems to produce answers that make sense

Other Work Requirements

- INITIATIVE – Demonstrate willingness to take on job challenges
 - DEPENDABILITY – Demonstrate reliability, responsibility, and dependability and fulfill obligations
 - ANALYTICAL THINKING – Analyze information and use logic to address work or job issues and problems
 - ADAPTABILITY / FLEXIBILITY – Be open to change (positive or negative) and to considerable variety in the workplace
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

*May be required at entry.

City of Chicago
Department of Human Resources
June, 2017