



Code: 3015
Family: Health and Human Services
Service: Health and Welfare
Group: Medical and Social Service
Series: Human Relations

CLASS TITLE: DIRECTOR OF HUMAN RIGHTS COMPLIANCE

CHARACTERISTICS OF THE CLASS

Under direction, manages staff and directs functions relating to the administration and enforcement of the City's Human Rights Ordinance or Fair Housing Ordinance, and performs related duties as required

ESSENTIAL DUTIES

- Develops and implements work standards and operating procedures for the investigation of discrimination complaints and the preparation of legally sufficient investigation reports
- Supervises a staff of Human Relations Investigators responsible for the intake, investigation, and disposition of complaints of discrimination in the areas of employment, housing, public accommodations, credit, and bonding filed by individuals with the Commission on Human Relations
- Monitors the intake and processing of complaints to ensure adherence to established time frames and investigatory procedures
- Coordinates and directs focused investigations of systemic discrimination practices
- Provides staff training and coordinates staff development activities
- Monitors individual staff caseloads and evaluates staff performance
- Acts as liaison with other City departments and state agencies to ensure the effective and efficient coordination of services
- Participates in the preparation of the unit's operating budget
- Prepares administrative reports on the section's work activities and accomplishments for use by management staff
- Represents the Commission at community meetings and speaks on issues relating to discrimination and the City's Human Rights and Fair Housing ordinances
- In the absence of the division's manager, oversees the hearing process (e.g., responds to parties and assists hearing officers with legal research)
- Drafts orders, determinations, and rulings of the Commission supported by legal research

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 ABA accredited law school and admission to the Illinois Bar plus five years of work experience in the discrimination area of law, of which two years are in a supervisory role related to the responsibilities of the position

Licensure, Certification, or Other Qualifications

- None

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, modems)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Advanced knowledge of:

- applicable federal, state, local laws, regulations, and guidelines
- applicable computer software packages and applications
- investigatory methods, practices, and procedures
- mediation and conflict resolution methods, practices, and procedures

Moderate knowledge of:

- applicable research and analytical practices and procedures
- record keeping methods, practices, and procedures

Some knowledge of:

- *management and supervisory methods, practices, and procedures
- training methods, practices, and procedures

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

Other knowledge as required for successful performance in the Human Relations Investigator III class

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *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
- LEARNING STRATEGIES - Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions

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- *MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- *TIME MANAGEMENT - Manage one's own time and the time of others
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something
- *SERVICE ORIENTATION - Actively look for ways to help people
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Other skills as required for successful performance in the Human Relations Investigator III class

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- 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
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other abilities as required for successful performance in the Human Relations Investigator III class

Other Work Requirements

- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- SOCIAL ORIENTATION - Prefer to work with others rather than alone and being personally connected with others on the job
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

Other characteristics as required for successful performance in the Human Relations Investigator III class

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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
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