

**State of Michigan
Civil Service Commission**
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code 1. CILRTR

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency CIV RGHT CENTRAL OFFICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Civil Rights Operations
4. Civil Service Position Code Description CIVIL RIGHTS REP 9-P11	10. Division Enforcement
5. Working Title (What the agency calls the position) Civil Rights Investigator	11. Section
6. Name and Position Code Description of Direct Supervisor	12. Unit
7. Name and Position Code Description of Second Level Supervisor CAIN, MARLENE; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work VARIOUS / M – F 8:00 a.m. – 5:00 p.m.

14. General Summary of Function/Purpose of Position

The employee is responsible for investigation and/or resolution of complaints of unlawful discrimination in employment, education, housing, public accommodation and other jurisdictional areas. Employees are responsible for conducting fact finding conferences, on site reviews, interviewing witnesses, investigative report writing and recording data in a departmental data base. Employees may assist in providing training and outreach services to public and private organizations to provide information about Civil Rights laws and legislation, methodologies that promote non-discrimination, and to provide leadership and expertise to resolve real or to avoid potential discriminatory actions. Confidentiality and integrity are essential to this position. This is a composite description for employees at level 9-11.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 80

Provide complaint issue services to customer in accordance with the Enforcement Process policies and procedures.

Individual tasks related to the duty:

- Evaluate incoming concerns to determine the appropriate course of action (Statement of Concern, Formal Complaint, Referral, etc.)
- Conduct investigations and on-site reviews, hold conferences, interview witnesses and negotiate settlements.
- Compile and analyze data collected to make a recommendation regarding probable cause or insufficient evidence of unlawful discrimination.
- Prepare investigative reports.
- Maintain thorough record of investigations in data bases.
- Testify at public hearings as needed.

Duty 2

General Summary:

Percentage: 10

Collaborate and participate as an effective member of an Enforcement unit and other units as needed.

Individual tasks related to the duty:

- Attend and actively participate in staff meetings.
- Establish and follow staff protocols and rules.
- Adhere to department work rules and job expectations.
- Develop strategies to achieve the department's goals.
- Maintain open channels of communication with all MDCR staff.
- Work collaboratively with manager(s) and other colleagues (staff attorneys, etc.).

Duty 3

General Summary:

Percentage: 5

Improve skills and professional development.

Individual tasks related to the duty:

- Identify resources which can be used to enhance agency and/or individual performance.
- Read all internal publications including but not limited to policies and procedures, department memos, MCRC position statements and press releases.
- Review information from external publications related to civil rights issues as appropriate.
- Participate in training as assigned.

Duty 4

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

- Provide Outreach and Education services in accordance with the Enforcement Process policies and procedures using standardized presentation materials for training and speaking presentations where appropriate.
- Work within the department to respond to incidents of hate crime, tension and/or violence in communities and organizations as necessary.
- Work collaboratively with Civil Rights partners and other stakeholders as deemed appropriate.
- Attend and participate in Civil Rights related community meetings, workshops and/or conferences as necessary.
- Attend and assist with Michigan Civil Rights Commission meetings as assigned.
- Maintain a thorough record of information in data base regarding the service provided.
- Other duties as deemed appropriate.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Determine sufficiency of evidence at the conclusion of the investigation of complaints of unlawful discrimination filed with the Department. Determine appropriateness of settlement proposals.

17. Describe the types of decisions that require the supervisor's review.

Employee would be expected to have supervisor review all investigative reports as well as composed settlement agreements, withdrawals and correspondence.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

The work in this position includes:

Working in a standard office environment.

Attendance at various locations which may require travel and extended work hours which may include evenings, holidays and weekends.

Ability to communicate effectively, including excellent written communication skills.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | | | |
|----------------------------|------------------------------------|----------------------------|-----------------------------------|
| <input type="checkbox"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work. |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work. |
| <input type="checkbox"/> N | Approve leave requests. | <input type="checkbox"/> N | Review work. |
| <input type="checkbox"/> N | Approve time and attendance. | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand. | <input type="checkbox"/> N | Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes.

23. What are the essential functions of this position?

The essential duties of the position are to carry out the two primary elements of the Enforcement Process: complaint investigation and analysis of evidence. Confidentiality and integrity are essential to this position. Physical presence in the office is required on a regular basis.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

25. What is the function of the work area and how does this position fit into that function?

The Department of Civil Rights, in implementing the mission of the commission, secures the full enjoyment of civil rights guaranteed by law and the constitution through the elimination of discrimination. This is accomplished through the investigation and resolution of complaints of discrimination; outreach and education programs designed to promote voluntary compliance with civil rights laws; mediation; referral; crisis intervention; anti-hate crime programming; and the dissemination of information which explains citizen rights and responsibilities provided in a legal framework. This position is responsible for investigation and/or resolution of complaints of unlawful discrimination.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

