

**SUPERVISORY EQUAL OPPORTUNITY SPECIALIST
MS-0360-14**

INTRODUCTION

This position is located in the D.C. Office of Human Rights (OHR), Investigations Unit. The mission of the OHR is to investigate and resolve illegal discrimination complaints in employment, housing, public accommodations, and educational institutions, by enforcing federal and District of Columbia civil and human rights laws, regulations, and executive orders.

The incumbent serves as an Investigations Manager for the Investigations Unit and supervises a team of investigators that are responsible for conducting intake, investigation, and resolving cases brought before the Office. The incumbent has a working knowledge of EEO laws and bring technical and administrative expertise to this position. The incumbent demonstrates superior leadership skills with capacity to provide guidance, direction and supervision to a team of investigators assigned to them.

POSITION CONTROLS

The incumbent works under the general supervision of the Deputy Director and Director, D.C. Office of Human Rights. The employee is granted broad authority on short and long-term matters affecting Investigations and is delegated full responsibility for administering, developing and carrying out the goals and objectives of OHR's Investigations programs. Any decisions affecting major policy issues or proposals, controversial matters, or highly sensitive issues are discussed with the Deputy Director and Director of OHR with counsel of the General Counsel. Completed work is reviewed in terms of effectively meeting planned goals to include agency scorecard goals and objectives of the equal opportunity programs.

Cases and claims brought to the Office of Human Rights involve one or more of the following statutes: the D.C. Human Rights Act of 1977, as amended; the D.C. Family and Medical Leave Act of 1990; the Parental Leave Act of 1995, the DC Language Access Act of 2003; the Fair Criminal Record Screening Amendment Act of 2014; the Unemployed Anti-Discrimination Act of 2012, the Protecting Pregnant Workers Fairness Act of 2016, the Fair Credit in Employment Act of 2016; the Fair Criminal Record Screening in Housing Act of 2016; the Equal Pay Act of 1963, as amended; Titles VI and VII of the Civil Rights Act of 1964, as amended; Title VIII of the Civil Rights Act of 1968 (Fair Housing Act); Section 504 of the Rehabilitation Act of 1973; Tile I, II, and V of the Americans with Disabilities Act of 1990, as amended; the Civil Rights Act of 1991, as amended; Title VII of the Civil Rights Act of 1964, as amended; and the Age Discrimination in Employment Act of 1967 (ADEA), as amended, and other federal and District of Columbia laws, regulations and executive orders which pertain to civil rights and human rights.

Personal contacts are with managers, supervisors, senior executives, attorney-advisors, employers, state and local agency representatives, legal representatives and advocates, community organizations, District government agencies, civic and community organizations. From time to time, contacts may also include Agency Directors, the Office of the Mayor and members of the Council of the District of Columbia.

The purpose making contacts is to respond to formal and informal inquires for direction or consultation, provide guidance, gather or present information for statistical or analytical purposes, address complex issues relevant to matters involving discriminatory conduct and agency decisions.

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MAJOR DUTIES AND RESPONSIBILITIES

Incumbent supervises, directs, assigns and reviews the work of each investigator (also referred to as Equal Opportunity Specialists or Human Rights Officers) and corresponding support staff. To ensure compliance with applicable laws, regulations, and procedures, supervision includes: (1) reviewing employees' work in progress, or upon completion; (2) resolving problems related to assigned tasks; and (3) resolving problems regarding the quality, quantity of work and operational effectiveness.

Ensures that all investigators on the team develop investigation plans consistent with the claims listed in the docketed charge and that all cases are investigated as stated in the investigation plan.

Works in tandem with an assigned Attorney Advisor to review docketed charges, make a probable cause or no probable cause recommendation after investigation has been completed, and review the Office's Letter of Determination for Director's signature.

Sets priorities for timely completion of assignments, conducts official evaluations of subordinate staff's work performance; approves or disapproves requests for leave; resolves complaints; interviews candidates to fill positions in the office; and makes recommendations for appointments, promotions, reassignments, training or performance awards as appropriate.

Drafts and reviews letters of determination for accuracy and work integrity as well as provides ongoing feedback on the work and drafts completed by all subordinates.

Incumbent also supervises volunteers, legal interns, contractors, support staff and others engaged in investigative or administrative activities.

Collaborates with other supervisors and Office of the General Counsel on overall major procedural changes affecting the overall operation of the agency, and communicates any major policy or procedural changes to the Director, prior to implementing the proposed change.

Investigates special and complex complaints of discrimination and drafts and reviews Letters of Determination of these cases to ensure a comprehensive investigation has been completed.

Works under the supervision of the Director and Deputy Director to establish goals and objectives regarding agency performance goals.

Convenes and leads regular staff meetings with subordinates, addressing developments in EEO and OHR case processing standards, and customer service.

Provides weekly and monthly reports to the Director, Deputy Director concerning intake and investigation matters. Maintains a case tracking system on the processing of complaints and investigations. Conducts case audits to ensure that the staff is meeting production standards. Protects and ensures the privacy of the Office of Human Rights files as required by law.

Provides coaching, training and guidance to Investigators as well as legal fellows and law clerks

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with regard to techniques for investigating cases, intake procedures, and the processing of discrimination complaints. Recommends and provides training for staff as needed and as appropriate.

Ensures that the agency meets its contractual obligations with the Equal Employment Opportunity Commission (EEOC) to process and investigate complaints.

May, on occasion at the direction of the Director, assist the Liaison to the U.S. Department of Housing and Urban Development (HUD) in implementing the Memorandum of Understanding between HUD and the Office of Human Rights. Ensures that the Office of Human Rights meets its obligations to do community outreach on fair housing issues, and to investigate and/or review letters of determination of complaints involving fair housing. Ensures that the agency meets its contractual obligations with the HUD to process and investigate complaints.

Performs other related duties as assigned.

OTHER SIGNIFICANT FACTS

Must have technical skill and experience in working with a case management system and superior organization skill to efficiently manage a high-volume docket.

Must have strong writing skills and knowledge of the investigative process and procedures.

This position is designated as security sensitive.