

WASHINGTON STATE DEPARTMENT OF PERSONNEL

Specification for Class of

EQUAL OPPORTUNITY COMPLIANCE INVESTIGATOR 1
49020

Abolished Initially Effective January 13, 2006
Abolished Final Effective February 10, 2006

Definition: Within the Human Rights Commission receives and analyzes complaints from individuals alleging they have been discriminated against and/or investigates simple or single issue complaints from individuals alleging discrimination on the basis of age, sex, marital status, race, creed, color, national origin, families with children, or the presence of any physical, sensory, or mental disability, or the use of a dog guide or service animal in employment, real estate transactions, places of public accommodation, and in insurance and credit transactions.

Distinguishing Characteristics: This is the entry-level professional position. Routine discrimination cases handled at this level have characteristics such as: (1) disparate treatment, single issue; (2) established precedent and procedures; (3) relatively little controversy in the issues involved. The Equal Opportunity Compliance Investigator 1 works under the supervision of the District Manager and on occasion may work under the direction of higher level Equal Opportunity Compliance Investigators.

Typical Work

Interviews, either in person or by telephone, individuals who allege unfair practices to determine the nature, the basis, and jurisdiction; establish a basis for discrimination complaints; prepares the complaint in an affidavit; explains administrative procedures; takes concurrent federal complaint when a violation of federal law over which the Human Rights Commission has contractual jurisdiction is alleged;

Receives, analyzes, and responds to telephone and written inquiries on the Washington State Law Against Discrimination (RCW 49.60); makes appropriate referrals outside of the Human Rights Commission;

Compiles statistical reports on a monthly basis such as the numbered and types of discrimination complaints filed; the number of informal inquiries;

Functions as the informational contact person relative to the taking of discrimination complaints;

Maintains current knowledge by conducting appropriate research on Commission policies, procedures, and regulations; State and Federal discrimination laws; and civil rights issues of particular concern;

Functions as mediator between principles in discrimination disputes of simple or single issue cases; confers with both respondent and complainant in joint and separate fact finding meetings to determine real areas of dispute; attempts to resolve areas of dispute by initiating innovative alternative compromise proposals which are intended to meet the needs of and receive the acceptance of respondent, complainant, and the Human Rights Commission;

Investigations will be diligently pursued and completed on a timely basis (i.e., average 180 days);

Interviews parties to the complaint; examines witnesses; gathers and preserves documentary evidence obtained under subpoena, if necessary; reviews briefs and other defenses submitted by opposing counsels; analyzes and evaluates fact patterns based on pertinent case law, contract provisions, and prior determinations; prepares and issues detailed, well-reasoned formal determinations;

Conducts conciliations (under supervision) on cases in which a violation of the Washington State Law Against Discrimination (RCW 49.60) has been found;

Consults with legal counsels, public and private employers, owners, managers, public officials, union officials, real estate brokers, personnel managers, and others to explain and interpret the Washington State Law Against Discrimination (RCW 49.60);

Performs other duties as required.

Knowledge and Abilities

Knowledge of: State and Federal discrimination laws and theories; civil rights issues; intake methods, techniques, and analysis; methods of compiling and presenting data; outside resources and community organizations; investigative methods and techniques;

principles and practices of mediation, negotiation, and conciliation; research methods; general policies or private and public employers; real estate; credit and insurance providers, and providers of public accommodation; affirmative action; public relations and effective public education; rules of evidence in administrative proceedings; procedures of administrative agencies; and Human Rights Commission policies, procedures, and regulations.

Ability to: elicit pertinent information during interview with persons under stress; to organize information presented in a disorganized manner; analyze alleged discriminatory situations; to determine the nature, basis, and jurisdiction requirements under State and Federal law; to deal effectively and tactfully with sensitive problems of civil rights law enforcement; to communicate effectively, both orally and in writing; to interpret and apply State and Federal law, and Commission policies, procedures, and regulations; to elicit relevant information through effective interviews; preside over mediation and conciliation conferences with dignity, poise, and judicious impartiality; analyze issues and formulate recommendations for settlement that are in compliance with the applicable statute; to persuasively seek such settlement; conduct a complete investigation; objectively analyze the facts and arguments obtained in light of the applicable statute and legal precedents; to communicate conclusions in a clear, well-organized written determination; maintain perspective and poise while gaining the cooperation of complainants, respondents, witnesses, and attorneys in investigative interviews under adversarial and occasionally hostile conditions.

Minimum Qualifications

A Bachelor's degree in public or business administration, personnel management, industrial relations, political science, or an allied field.

Experience with major work assignments emphasizing civil rights law enforcement, equal employment opportunity, investigation, affirmative action program implementation, personnel administration, labor relations, or related work as a mediator in the above areas or closely allied field will substitute, year for year, for education.

New class: 7-15-88

Revised minimum qualifications: 9-18-89

Revised definition and distinguishing characteristics: 2-12-99

Revised 11-13-00: Salary adjustment only