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| STATE OF OHIO (DAS)<br>CLASSIFICATION<br>SPECIFICATION | <b><u>CLASSIFICATION SERIES:</u></b><br>Civil Rights Investigator | <b><u>SERIES NO.:</u></b><br>6911           |
|  | <b><u>MAJOR AGENCIES:</u></b><br>Civil Rights Commission Only     | <b><u>EFFECTIVE DATE:</u></b><br>01/22/2017 |

**SERIES PURPOSE:**  
The purpose of the civil rights investigator occupation is to investigate allegations of discrimination in private or public sector.

At the full performance level, incumbents perform one or a combination of the following: conduct in-house screenings and serve as investigative intake worker, and/or investigate single issue cases excluding charges of housing discrimination and sexual harassment, and/or independently investigate cases of a moderately difficult nature to exclude charges of housing discrimination and sexual harassment.

At the advanced level, incumbents act as lead worker and in addition, perform one of the following: investigate cases of moderately difficult nature, or investigate most complex cases, or act as investigation specialist.

At the supervisory level, incumbents supervise lower-level civil rights investigators OR serve as agency manager formulating policy & directing implementation of policy related to the reconsiderations program on behalf of the agency for multiple regional offices.

At the managerial level, incumbents manage regional/central office investigative program & supervise staff.

| <b><u>CLASS TITLE</u></b>   | <b><u>CLASS NUMBER</u></b> | <b><u>PAY RANGE</u></b> | <b><u>EFFECTIVE</u></b> |
|-----------------------------|----------------------------|-------------------------|-------------------------|
| Civil Rights Investigator 1 | 69111                      | 29                      | 01/22/2017              |

**CLASS CONCEPT:**  
The full performance level class works under general supervision & requires working knowledge of civil rights laws & rules in order to perform one or combination of following, excluding single issue cases of housing discrimination or sexual harassment: conduct in-house screenings, serve as investigative intake worker & investigate single issue cases, &/or investigate cases of moderately difficult nature (i.e., cases involving multiple bases of discrimination with two or more, but fewer than many related issues).

| <b><u>CLASS TITLE</u></b>   | <b><u>CLASS NUMBER</u></b> | <b><u>PAY RANGE</u></b> | <b><u>EFFECTIVE</u></b> |
|-----------------------------|----------------------------|-------------------------|-------------------------|
| Civil Rights Investigator 2 | 69112                      | 31                      | 11/18/2000              |

**CLASS CONCEPT:**  
The advanced level class works under direction & requires considerable knowledge of civil rights laws & rules in order to act as lead worker over lower-level civil rights investigators & in addition does one of following: act as investigation specialist (i.e., cases involving 3 or more bases of alleged discrimination & many involved issues), or trace patterns of discrimination by specific employer, or investigate cases of housing or sexual harassment.

| <b><u>CLASS TITLE</u></b>      | <b><u>CLASS NUMBER</u></b> | <b><u>PAY RANGE</u></b> | <b><u>EFFECTIVE</u></b> |
|--------------------------------|----------------------------|-------------------------|-------------------------|
| Civil Rights Field Coordinator | 69115                      | 12                      | 06/05/2011              |

**CLASS CONCEPT:**  
The supervisory level class works under general direction & requires thorough knowledge of civil rights laws & rules in order to supervise civil rights investigators involved in regional enforcement of ORC 4112, serves as supervisor in absence of Regional Director/Central Office Manager, evaluates & counsels investigators on case related matters (e.g. legal requirements, investigative techniques & quality of case reports) & assist Regional Director/Central Office Manager in daily operations OR serves as agency manager for the request for reconsideration process for multiple regional offices (i.e., on behalf of agency formulates & implements policy developing standards & guidelines to effectively process & monitor the appeals by clients to reconsider the original finding in the investigation of their charge of discrimination.

| <b><u>CLASS TITLE</u></b>  | <b><u>CLASS NUMBER</u></b> | <b><u>PAY RANGE</u></b> | <b><u>EFFECTIVE</u></b> |
|----------------------------|----------------------------|-------------------------|-------------------------|
| Civil Rights Field Manager | 69117                      | 14                      | 01/23/1994              |

**CLASS CONCEPT:**  
The managerial level class works under administrative direction & requires thorough knowledge of civil rights laws & rules in order to manage regional investigative program & supervise civil rights field staff.

| <u>CLASS TITLE</u>          | <u>CLASS NUMBER</u> | <u>B. U.</u> | <u>EFFECTIVE</u> | <u>PAY RANGE</u> |
|-----------------------------|---------------------|--------------|------------------|------------------|
| Civil Rights Investigator 1 | 69111               | 14           | 01/22/2017       | 29               |

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Performs one or combination of following, excluding cases involving allegations of housing discrimination or sexual harassment:

Conducts in-house screening process with charging parties relative to Chapter 4112 of Ohio Revised Code, serves as investigative intake worker & conducts preliminary intake interviews with complainants by letter, telephone or in person regarding general information for submitting charges of alleged discrimination, prepares charge affidavits & intake interview forms, evaluates forms to ascertain jurisdiction under Chapter 4112 of Ohio Revised Code (e.g., employment, public accommodation, credit) & defines basis of discrimination (i.e., race, color, religion, sex, national origin, handicap, age or ancestry);

&/OR

Investigates single issue charges of discrimination, gathers all evidence relative to investigation, & conducts onsite field interviews &/or fact-finding conferences with complainants, witnesses & attorneys;

&/OR

Investigates cases of moderately difficult nature (i.e., multiple bases of discrimination involving more than two, but fewer than many related issues dealing with employers, business, unions, public accommodations, credit agencies & higher education institutions, counsels complainants, interviews respondents & witnesses, collects information, testimony, records & other documentation related to discrimination complaints, & conducts onsite filed interviews, fact-finding conferences with complainants, witnesses & attorneys, & in addition to any one or combination of above, maintains assigned case inventory level & production standards.

Contacts witnesses & respondents & handles depositions relative to charges; obtains documents from charging parties & respondents that serve as evidence; prepares subpoenas for non-compliant parties; verifies & cross-checks all documentation submitted as authentic; prepares legal documents in order to investigate unlawful acts.

Analyzes all material & data relative to case & submits preliminary information on case form or prepares reports of findings for submission to supervisor; operates personal computer/video display terminal to enter &/or retrieve information &/or to produce/generate reports &/or other materials as needed; performs clerical tasks relative to investigation & follow-up (e.g., responds to inquiries; copies records; updates case files); assists in preparing conciliation agreements, consent orders, & settlement agreements.

Performs variety of related duties (e.g., responds to public inquiries received by telephone &/or in writing; complies & evaluates information; updates files; schedules conferences &/or informational hearings; prepares reports about prior recommendations when charging party requests reconsideration; assists in training new civil rights investigators; participates in establishing investigative procedures for unit); attends training, seminars & required meetings.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of human resources, business administration, public administration, liberal arts or related field of study; investigation methods & techniques; human relations/public relations; interviewing; state & federal laws governing discrimination (e.g. chapter 4112 of revised code)\*. Skill in operation of personal computer/video display terminal; office equipment (e.g., photocopier, facsimile equipment).\* ability to interpret variety of instructions in written, oral or schedule form; use research methods in gathering data; prepare meaningful, concise & accurate reports & recommendations; handle sensitive inquiries from & contacts with general public to resolve complaints.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of associate program coursework or undergraduate core coursework in human resources, business administration, public administration, liberal arts or related field of study; 3 mos. trg. or 3 mos. exp. in investigation methods & techniques; 3 mos. trg. or 3 mos. exp. in interviewing; 3 mos. trg. or 3 mos. exp. in human relations, public relations or equivalent experience in dealing with general public; 3 mos. trg. or 3 mos. exp. in operation of personal computer/video

display terminal.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Requires travel.

| <u>CLASS TITLE</u>          | <u>CLASS NUMBER</u> | <u>B. U.</u> | <u>EFFECTIVE</u> | <u>PAY RANGE</u> |
|-----------------------------|---------------------|--------------|------------------|------------------|
| Civil Rights Investigator 2 | 69112               | 14           | 11/18/2000       | 31               |

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Acts as lead worker (i.e., provides work direction & training) over lower-level civil rights investigators,

& In addition, does one of following,

Investigates most complex charges of discrimination (i.e., 3 or more basis of alleged discrimination & many involved issues, or traces patterns of discrimination by specific employer), or investigates cases of housing or sexual harassment,

& In all instances,

Independently organizes & analyzes all documentation provided, independently plans course of investigations, contacts employer/business &/or legal counsel, composes letters to employer/business & contacts complainant to review issues, composes letters to complainant & contacts witnesses either in person &/or by telephone to discuss allegations & maintains assigned case inventory level & production standards.

Independently investigates cases of moderately difficult nature (i.e., multiple bases of discrimination involving more than two, but fewer than many related issues dealing with employers, business, unions, public accommodations, credit agencies & higher education institutions, but excludes cases of housing or sexual harassment), counsels complainants, interviews respondents & witnesses, collects information, testimony, records & other documentation related to discrimination complaints, conducts onsite field interviews &/or fact-finding conferences with complainants, witnesses & attorneys & maintains assigned case inventory level & production standards.

Conducts onsite interviews at complainant's place of work &/or where denied service (e.g., public accommodation); analyzes employer/business history in area of concern & reviews comparative employee files to develop statistical conclusion regarding relevant facts; interviews & prepares witness affidavits of employees; schedules fact-finding conferences on most difficult cases to include all sexual harassment cases & conduct fact finding conferences to attempt conflict resolution to mediate or arbitrate settlement or solution.

Conducts initial intake interviews & in some cases, also conducts telephone interviews with parties alleging discrimination, composes/edits charge affidavits & prepares all intake process-related paperwork; answers inquiries from general public & business community regarding jurisdiction of state/federal discrimination laws & to facilitate compliance with applicable laws; prepares initial correspondence/data requests to charging parties & respondents tailored to relevant basis/allegations contained in charge affidavits; prepares & negotiates conciliation agreements.

Conducts presentations promoting non-discrimination in work place & compliance with state/federal civil rights laws to include cultural diversity, sexual harassment & disparate treatment; disseminates information regarding jurisdiction of Ohio Civil Rights Commission & services provided; initiates subpoena requests on uncooperative respondents; prepares notification letters; operates personal computer/video display terminal to enter &/or retrieve information &/or to produce/generate reports &/or other materials as needed; performs clerical tasks relative to investigation & follow-up (e.g., responds to inquiries; copies records; updates case files).

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of human resources, business administration, public administration, liberal arts or related field of study; investigation methods, practices & techniques; human relations/public relations; interviewing; state & federal laws governing discrimination (i.e., chapter 4112 of revised code); employee training & development\*. Skill in operation of personal computer/video display terminal; office equipment (e.g., photocopier; facsimile equipment)\*. Ability to proofread materials, recognize errors & make corrections; use proper research methods in gathering data; define problems, collect data, establish facts & draw valid conclusions; prepare meaningful, concise & accurate reports & recommendations; handle sensitive contacts with general public to resolve complaints.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core coursework in human resources, business administration, public administration, liberal arts or related field of study; 12 mos. trg. or 12 mos. exp. in investigating allegations of discrimination involving all bases of

discrimination; 3 mos. trg. or 3 mos. exp. in operation of personal computer/video display terminal.

-Or 12 mos. exp. as Civil Rights Investigator 1, 69111.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May require travel.

| <u>CLASS TITLE</u>             | <u>CLASS NUMBER</u> | <u>B. U.</u> | <u>EFFECTIVE</u> | <u>PAY RANGE</u> |
|--------------------------------|---------------------|--------------|------------------|------------------|
| Civil Rights Field Coordinator | 69115               | EX           | 06/05/2011       | 12               |

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Supervises Civil Rights Investigators involved in regional/central office enforcement of ORC 4112, evaluates & counsels investigators on case related matters (e.g. legal requirements, investigative techniques & quality of case reports), reviews & evaluates case investigations (i.e. reviews cases involving complex legal issues, jurisdictional with no legal precedent &/or jurisdictions without established federal guidelines, jurisdiction involving large corporate respondent or organizes complainants or required high degree of sensitivity, ensures thorough investigation & legal analysis is applied correctly to evidence under ORC 4112, conducts conciliations in which respondent is confronted with evidence leading to probable cause disposition & is permitted to remedy acts of discrimination or pursue further legal channels), recommends changes in department policies &/or procedures & reviews case files submitted by lower-level civil rights field representatives & checks documentation & testimony to ensure compliance with rules & regulations ( e.g., Section 4112 of Revised Code, Title VII, ADA & ADEA, statutory guidelines of commission), & discusses case law & fact patterns with civil rights field representatives to provide work direction, serves as supervisor in absence of regional director/central office manager & assists regional director/central office manager in daily operations.

Investigates discrimination charges in private or public employment sectors (e.g., interviews/counsels complainant to determine if agency has jurisdiction over alleged discrimination; contacts &/or meets with complainants, respondents &/or witnesses to get documentation of evidence &/or to attempt conciliation; analyzes information to formulate recommendations on cases, updates case files; mediates between complainant & respondent in reaching settlement; prepares final conciliation agreement & reports for Commission); reinvestigates remanded cases & addresses issue of missing data (e.g. reviews reconsideration requests, & analyzes evidence & facts; prepares reconsideration report for Commission; consults with Attorney General on cases & interpretation of law & court decisions).

Prepares correspondence & reports (e.g., inventory reports, investigative reports on charges, production or summary reports; reconsideration reports to include complete analysis of case files, request for reconsideration & rebuttal; conciliation reports that reflect outcome of conciliation process & make recommendation to commission whether formal complaint should be issued correspondence to notify of discrimination complaint or status of investigation), performs related duties as assigned (e.g. participates & prepares training for investigators; gives speeches, answers inquiries, confers with other entities to coordinate efforts relative to ORC 4112; represents Regional Director at Commission meetings).

OR

Serves as agency manager for the request for reconsideration process for multiple regional offices (i.e., on behalf of agency, formulates & implements policy developing standards & guidelines to effectively process & monitor the appeals by clients to reconsider the original finding in the investigation of their charge of discrimination): receives, logs, monitors requests for reconsideration (e.g., monitors case load to avoid backlog & falling statutes); retrieves regional case investigation & documentation in order to review case investigations in entirety to ascertain whether there are unresolved legal or factual issues or errors as alleged & determine if the original recommendation was appropriate or not (e.g., analyze regional reconsideration assessment, original case report, reconsideration request; may interview Investigators, charging parties, respondents, attorneys or witnesses).

Establishes guidelines & time frames for analysis of reconsideration procedures; develops format for recommendation report; develops timeline for securing information regarding investigation & the investigator reconsideration analysis for no probable cause findings.

Prepares recommendations based on case analyses (e.g., analysis of case investigation, request for reconsideration, submitted documentation & interviews); presents recommendation to Board of Commissioners leading up to a binding legal ruling); prepares weekly production reports based on recommendation process activity (i.e., reconsiderations received & number of recommendations completed & submitted for agenda items).

Attend meetings; communicate with other regions & central office & prepare correspondence (e.g., submit finalized recommendations to Compliance Department for agenda items at regularly scheduled Commission meetings; attend all Commission meetings to present recommendations to the Board of Commissioners & defend recommendation); prepare correspondence resulting from case determinations at commission meetings (e.g., letter of determinations for Final Order); respond orally &/or in writing to requests or questions regarding request for reconsideration recommendations.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of supervisory principles/techniques\*; employee training & development; state & federal laws pertaining to discrimination; interviewing; labor relations\*; workforce planning\*; safety practices\*; public relations\*; human relations; office management\*; agency policies & procedures\*; request for reconsiderations process\*; operations research techniques used in managerial decision making process; government structure & process\*; counseling\*; law. Skill in personal computer. Ability to deal with many variables & determine specific course of action; proofread technical materials, recognize errors & make corrections; gather, collate & classify information about data, people or things; define problems, collect data, establish facts & draw valid conclusions; interpret extensive variety of technical material in books, journals & manuals; read & record figures accurately; use statistical analysis; calculate fractions, decimals & percentages; prepare meaningful, concise & accurate reports; prepare & deliver speeches before specialized audiences & general public; answer routine telephone inquiries from public; handle sensitive inquiries from & contacts with officials & general public; establish friendly atmosphere as supervisor of work unit.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core coursework in human resources, business administration, public administration, liberal arts or related field of study; 2 yrs. trg. or 2 yrs. exp. in conducting routine & complex investigations of alleged discrimination which included tracing patterns of discrimination by specific employers & cases involving three or more bases of discrimination & many involved issues; 2 yrs. trg. or 2 yrs. exp. in enforcement of laws against discrimination; valid driver's license.

-Or 12 mos. exp. as Civil Rights Investigator 2, 69112.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May require travel.

| <u>CLASS TITLE</u>         | <u>CLASS NUMBER</u> | <u>B. U.</u> | <u>EFFECTIVE</u> | <u>PAY RANGE</u> |
|----------------------------|---------------------|--------------|------------------|------------------|
| Civil Rights Field Manager | 69117               | EX           | 01/23/1994       | 14               |

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Manages regional investigative program in assigned region or in central office & supervises activities of staff (e.g., civil rights field supervisors, clerical support) in enforcement of laws against discrimination, plans, organizes & evaluates charge processing methods & procedures to identify, document & define proposed settlements, directs activity of region/ central office (e.g., trains staff in collection of investigative information, writing of required reports & structure of proposals; interviews & evaluates prospective applicants; directs both staff & line functions of region/central office; meets regularly with agency staff, resolves internal problems, adjusts grievances, issues discipline & participates in planning improved methods of review &/or delivery of services; oversees preparation of production reports, regional budgeting & ordering equipment & supply needs for regions; participates in development of agency policy & procedure), manages most difficult cases in enforcement of laws against discrimination & researches & evaluates case processing methods to ensure that cases are within jurisdictions & cases comply with Chapter 4112 of Ohio Revised Code.

Maintains contact with public & private agencies to explain & promote program, promote educational awareness & to update civil rights data via organizational newsletters, articles, media, correspondences, speaking engagements & personal contacts; conducts public relations activities for agency & interprets laws administered by agency for public use & application; conducts seminars dealing with Chapter 4112 of Ohio Revised Code; coordinates program activities with area agencies & groups.

Directs investigation of complaints of discrimination; conducts &/or participates in compliance reviews; participates in conciliation conferences between agency & respondent.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of supervisory principles/techniques; managerial principles/techniques; state & federal laws governing discrimination; interviewing; employee training & development; investigation methods & techniques. Ability to define problems, collect data, establish facts & draw valid conclusions; proofread technical materials, recognize errors & make corrections; handle sensitive inquiries from & contacts with officials & general public; prepare & deliver speeches before specialized audiences & general public; establish friendly atmosphere as regional manager.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

1 yr. exp. in enforcement of laws against discrimination; 2 yrs. trg. or 2 yrs. exp. in supervisory principles/ techniques; 2 yrs. trg. or 2 yrs. exp. in managerial principles/techniques.

-Or 6 mos. exp. as Civil Rights Field Supervisor 2, 69116.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May require travel.