



CITY OF OMAHA CLASS SPECIFICATION

CLASSIFICATION TITLE: HUMAN RELATIONS SPECIALIST

BARGAINING UNIT: [CIV MANAGEMENT](#) CODE NUMBER: 0610

PAY RANGE CODE: [9.2 MC](#) REVISION DATE: 1/28/16

NATURE OF WORK:

This is para-professional civil rights or contract compliance work in the Human Rights and Relations Department. Work includes interviewing callers and visitors regarding alleged charges of discrimination or contract compliance, researching background information, and explaining ordinances and the charge process. Although general supervision is received from an assigned supervisor, some independent action is permitted on assigned projects once incumbents are familiar with established policies and procedures.

ESSENTIAL FUNCTIONS: *(Any one position may not perform all the duties listed, nor do the listed examples include all the duties that may be performed in positions allocated to this class.)*

Gathers information from callers and visitors regarding alleged charges of discrimination or contract compliance for disadvantaged businesses (minority and female owned enterprises).

Determines whether the department has jurisdiction over the alleged discrimination or refers the individual to the appropriate source of assistance.

Initiates the discrimination complaint process by researching case law and background information, preparing and typing charge summaries, completing appropriate forms, obtaining signatures, and submitting materials to supervisor for review and approval.

Audits businesses in the contract compliance program to ensure equal employment for all employees according to the contract compliance ordinance.

Gathers and interprets research on Title VI, Title VII, Title VIII, the Fair Housing Ordinance, and the Small and Emerging Business Ordinance.

Obtains investigative research through various outlets.

Assists in the preparation of division standard operating procedures.

Performs site visits.

Gathers and summarizes information; prepares reports as requested.

Explains the discrimination charge process, the contract compliance ordinance, the anti-discrimination ordinance, and the associated procedures.

Maintains regular job attendance in accordance with a schedule established for the position by the supervisor.

Performs other related duties as assigned or as the situation dictates within the scope of this classification.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of civil rights activities.

Knowledge of interviewing techniques.

Knowledge of and ability to operate a computer or other technology using standard or customized computer or systems software applications appropriate to the assigned tasks.

Ability to effectively communicate in order to gather information on alleged discrimination cases and contract compliance for disadvantaged businesses (minority and female owned enterprises).

Ability to explain ordinances, policies, and procedures.

Ability to understand oral or written instructions.

Ability to learn and adapt to advances in computer and electronics device technology and software.

Ability to establish and maintain effective working relationships with fellow employees, community partners, and members of the general public.

Ability to adhere to safety policies, procedures, and guidelines.

Ability to sit 76 to 100% of the time; to stand and walk from 26 to 50% of the time; and to reach, stoop, squat, push, and pull 0 to 25% of the time.

Ability to move objects weighing up to ten (10) pounds 0 to 33% of the time.

EDUCATION AND EXPERIENCE: *(The knowledge, skills, and abilities above may be acquired through, but are not limited to, the following combination of education and/or experience.)*

Bachelor's degree

AND

One (1) year of responsible experience in any of the following: processing complaints alleging discrimination in employment, housing, public accommodations; community affairs; program/project administration; civil and human rights; contract compliance; or economic inclusion

OR

Two (2) years of college

AND

Three (3) years of responsible experience in any of the following: processing complaints alleging discrimination in employment, housing, public accommodations; community affairs; program/project administration; civil and human rights; contract compliance; or economic inclusion

OR

Five (5) years of responsible experience in any of the following: processing complaints alleging discrimination in employment, housing, public accommodations; community affairs; program/project administration; civil and human rights; contract compliance; or economic inclusion.

SPECIAL REQUIREMENTS:

Must be able to transport oneself or coordinate transportation to work sites throughout the City during the course of the work day.

WORKING CONDITIONS: *(The conditions herein are representative of those that must be met by the employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.)*

Work is performed in an office setting amid normal conditions of dust, odors, fumes, and noises and at various locations when gathering information on alleged discrimination charges.

EQUIPMENT OPERATION: *(Any one position may not use all of the tools and equipment listed nor do the listed examples comprise all of the tools and equipment that may be used in positions allocated to this classification.)*

Telephone
Copy Machine

Computer
Fax Machine

Printer

Previous Revision Date(s):
05/27/93
11/30/00