CLASS TITLE: EEO INVESTIGATOR II

CHARACTERISTICS OF THE CLASS

Under general supervision, functions as a lead worker, conducting investigations of the most complex and difficult nature involving claims related to discrimination based on race, gender, age, etc., sexual harassment claims, and claims involving violence in the workplace, and performs related duties as required

ESSENTIAL DUTIES

- Responds within 24 hours to initial claims filed via telephone, walk-in, or the on-line system involving equal employment opportunity, sexual harassment and/or violence in the workplace issues. Arranges to meet with the complainant(s) to take full statement, makes initial determination if case falls within jurisdiction and completes appropriate forms.
- In cases that do not fall within jurisdiction, files completed in-take forms and notes if the complainant(s) was referred to another investigatory body. Prepares memo to complainants officially stating that the Department of Human Resources does not have jurisdiction.
- Conducts complex and difficult investigations through follow-up interviews with complainant(s), arranging and completing interviews with witnesses, supervisors, and managers as appropriate. Keeps manager apprised of progress.
- Works closely with other departments in terms of managing the case such as Law and Commission on Human Relations, as required. May serve as primary contact with the Department of Law involving cases that have shifted to external venues such as the EEOC.
- Coaches and assists lower level investigators in appropriate investigatory methods and procedures
- Updates and maintains a case management and tracking system with appropriate information (e.g., case code, witness information, description of documents).
- Researches relevant policies, rules and laws (federal, state, local) that apply to the case under investigation.
- Prepares summary reports outlining findings and submits a recommendation of sustained or unsustained and a course of action, for review. Prepares and maintains a folder of all case related documents in a format that facilitates legal review.
- Issues letters informing parties of recommended actions, and follows-up to ensure recommendations are carried of progress.
- Stays abreast of federal, state and local laws, as well as court cases and trends regarding discrimination, harassment, case management and best practices.
- Develops policies and procedures, and develops and delivers specialized training programs and workshops to all levels of employees.
- Provides data analysis reports related to EEO such as adverse impact analysis, trend analysis for cases, and other data analysis as required.

NOTE: The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.
MINIMUM QUALIFICATIONS

Education, Training, and Experience
- Graduation from an accredited college or university with a Bachelor’s degree in Human Resources Management, Organizational Development, Criminal Justice, or a directly related field, plus four years of professional work experience investigating workplace issues; or an equivalent combination of education, training and experience, provided that the minimum degree requirement is met.

Licensure, Certification, or Other Qualifications
- Preference may be given to applicants who are currently certified in EEO and Case Management from a recognized body such as the Society for HR Management

WORKING CONDITIONS
- General office environment

EQUIPMENT
- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)

PHYSICAL REQUIREMENTS
- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge
Moderate knowledge of:
- *applicable federal, state, local laws, statutes, regulations, and guidelines
- *investigative procedures
- human resource administration principles, policies, practices, and techniques
- *applicable computer software packages and principles

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Other knowledge as required for successful performance in the EEO Investigator I class

Skills
- *ACTIVE LISTENING – Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING – Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COORDINATING WITH OTHERS – Adjust actions in relation to others’ actions
- *NEGOTIATION – Bring others together and trying to reconcile differences
• *JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions and choose the most appropriate one
• INSTRUCTING – Teach others how to do something
• SERVICE ORIENTATION – Actively look for ways to help people
Other skills as required for successful performance in the EEO Investigator I class

Abilities
• COMPREHEND ORAL INFORMATION – Listen to and understand information and ideas presented through spoken words and sentences
• COMPREHEND WRITTEN INFORMATION – Read and understand information and ideas presented through spoken words and sentences
• SPEAK – Communicate information and ideas in speaking so others will understand
• WRITE – Communicate information and ideas in writing so others will understand
• REASON TO SOLVE PROBLEMS – Apply general rules to specific problems to produce answers that make sense
Other abilities as required for successful performance in the EEO Investigator I class

Other Work Requirements
• INITIATIVE – Demonstrate willingness to take on job challenges
• DEPENDABILITY – Demonstrate reliability, responsibility, and dependability and fulfill obligations
• ANALYTICAL THINKING – Analyze information and use logic to address work or job issues and problems
• ADAPTABILITY / FLEXIBILITY – Be open to change (positive or negative) and to considerable variety in the workplace
Other characteristics as required for successful performance in the EEO Investigator I class

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City’s Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

City of Chicago
Department of Human Resources
January, 2012