CLASS TITLE: Human Relations Specialist I

CHARACTERISTICS OF THE CLASS: Under supervision, the class performs entry level human relations work associated with establishing and strengthening intergroup relations and resolving community tensions and biases; and performs related duties as required.

ESSENTIAL DUTIES: Establishes and maintains working relationships with community organizations including schools, churches and business groups to foster intergroup harmony and cross cultural understanding; surveys community residents to identify problems and intergroup tensions and to assess the need for intervention; intervenes between disputing groups to address issues and concerns causing conflicts and tensions; functions as a liaison with community, church and business leaders to develop a resource network for victims of hate crimes; disseminates human rights publications pertaining to anti-discrimination and cultural diversity; provides information to the public regarding the city’s human rights ordinance and the commission’s role in enforcing human rights laws pertaining to hate crimes, fair housing and bias related conflicts; assists in facilitating workshops and forums addressing issues of intergroup conflicts and tensions, discrimination and cultural diversity; assists in organizing community activities to increase diversity awareness and to improve community race relations; prepares work reports documenting case and their resolutions.

RELATED DUTIES: Works with local Chicago Alternative Policing Strategy (CAPS) offices to diffuse hate-motivated crimes; recruits volunteers to participate in intergroup awareness activities and to assist in diffusing community tensions.

MINIMUM QUALIFICATIONS

Training and Experience. Graduation from an accredited college or university with a Bachelor’s degree in Social Science or directly related field, supplemented by one year of community or social service experience, or an equivalent combination of training and experience.

A valid State of Illinois driver’s license is required. Must have the permanent use of an automobile that is properly insured including a clause specifically insuring the City of Chicago from accident liability.

CLASS TITLE: Human Relations Specialist I (Cont’d)

Knowledge, Abilities and Skill. Knowledge of the principles of human
behavior and socialization. Knowledge of various communities and social groups within the city. Knowledge of the techniques and methods involved in assessing intergroup relations. Knowledge of techniques used to resolve biases and intergroup tensions.

Ability to establish working relationships with various community and ethnic groups. Ability to work in socially tense and volatile environments. Ability to recruit volunteers.

Good human relations skills. Good public speaking skills. Good oral and written communication skills.

**Working Conditions.** Inside: Office environment. Outside: Exposure to inclement weather and extreme temperatures.

**Equipment.** Standard office equipment, including personal computers.

**NOTE:** While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

December, 2004
City of Chicago
Department of Personnel