



Equal Opportunity Technician

Category: Classified
Pay Grade: C17
Job Code: 00186

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs paraprofessional technical department-wide support work implementing equal opportunity assignments including intake, interview, and other duties designed to implement County Equal Employment Opportunity Policies and Chapter 70 of the Pinellas County Code, Title VII of the 1964 Civil Rights Act, and the Federal Fair Housing Act; assists with the County's implementation activities and compliance activities related to the Americans with Disabilities Act (ADA) as well as state and federal Veteran's Preference laws; provides a variety of highly technical and program support services to include paraprofessional interpretation of equal opportunity policies and regulations; compiles statistics and composes reports and correspondence that requires a working knowledge of equal opportunity laws, rules, regulations, and related processes; receives and directs office calls, visitors, and mail; may perform the accurate recording and transcription of oral statements and depositions utilizing writing skills.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Assists individuals and the public on issues and complaints covered under appropriate laws, rules, and regulations, and as appropriate, refers persons to other appropriate agencies;
- Responds to telephone and mail inquiries received by the office from potential complainants and County residents, conducts intake processing for walk-in clients, and provides assistance in the areas of discrimination complaint investigation;
- Reviews and processes data received into administrative tracking and suspense systems assisting individuals to comply with applicable requirements;
- Assists senior staff with less complex aspects of investigation processes, including collection and preliminary research of case information;
- Communicates with charging parties, respondents, and other agencies on progression of issues, investigations, and cases;
- Maintains and generates technical records and reports, including activity reports, utilizing automated systems;
- Keeps appointment calendars, schedules deadlines on cases, reports, and advises individuals of important information;
- Receives and applies technical policies to callers and gives information on equal opportunity policies and procedures, resolving issues when possible and referring unresolved matters to senior staff;
- Researches and assembles case files and independently reviews calls, requisitions, case notes, reports, documents, forms, and memoranda requiring knowledge of equal opportunity policies and programs, as well as skilled operation of a computer and related office equipment;
- May record and transcribe minutes and staff notes;
- Relieves senior staff, supervisors, and managers of administrative detail by advising and assisting staff to train individuals on operations, policies, and procedures;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Four (4) years of experience working with equal employment opportunity and/or fair housing discrimination related enforcement programs; or an Associate's degree in business, public administration, sociology, or related field and two (2) years of experience as described above; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Prior experience performing complaint investigations dealing with employment and/or fair housing matters.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of federal, state, and local anti-discrimination laws in employment and housing;
- Knowledge of affirmative action regulations;
- Knowledge of equal opportunity practices and procedures;
- Knowledge of equal opportunity training and resource material;
- Knowledge of business English, spelling, punctuation, arithmetic, and office practices, procedures, and equipment;
- Skill in the operation of modern office equipment;
- Skill in accurately recording discussions and other information;
- Skill in conducting interviews by telephone and in person;
- Ability to apply computer applications and software;
- Ability to analyze Equal Employment Opportunity, Fair Housing, and other human rights associated documents and issues and to answer general questions;
- Ability to analyze statistical and narrative data clearly and logically;
- Ability to set up and maintain departmental clerical records and to prepare reports from those records;
- Ability to apply administrative and procedural regulations and work independently on complex and confidential administrative tasks;
- Ability to compose effective and accurate correspondence and reports, deal with non-routine matters without recourse to supervisors, make decisions in accordance with rules, regulations, or policies, and deal with the public in an effective and courteous manner.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Pulling: Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.

- Hearing ability: sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in an environment where errors can lead to significant physical or mental consequences for self or others.