

**STATE OF CALIFORNIA  
DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING  
DUTY STATEMENT**

<b>Employee Name</b>	<b>Classification Name</b>	<b>Position Number</b>
Vacant	FEH Consultant III (Specialist)	326-278-9547-010
<b>Division/Unit</b>	<b>Date</b>	<b>Prior Pos# (if applicable)</b>
Enforcement/Elk Grove Housing	9/30/20	

**SUMMARY OF DUTIES AND RESPONSIBILITIES**

The incumbent performs a variety of tasks under the supervision of the District Administrator/Staff Services Manager II (SSMII) or Assistant Deputy Director and may take direction from the Deputy Director of Enforcement. The Fair Employment and Housing (FEH) Consultant III provides professional, quality service and accurate information to the public by accepting, investigating, and resolving complaints of employment and housing discrimination, denial of services by a public accommodation, and acts of hate violence under the Fair Employment and Housing Act and Ralph Civil Rights Act, and the Unruh Civil Rights Act. This is the nonsupervisory, technical specialist FEH Consultant level position.

**Essential Functions**

- 35%** Investigation: Independently, conducts the more technical complex objective fact-finding investigations into complaints of discrimination of complex or difficult nature. Analyzes the more complex technical issues with reference to the appropriate interpretation and application of civil rights laws, rules, and regulations. Prepares formal investigative discovery (e.g., interrogatories, subpoenas), interviews witnesses, reviews and analyzes documents. Meets time frames based on established guidelines for technical case investigation and as set forth by statutory requirement(s). Conducts the more complex on-site investigations, as warranted. Determines whether a violation of the law has occurred. Prepares a report pertaining to the status of each investigation in accordance with departmental procedures/guidelines.
- 20%** Settlement Conferences: Explores resolution and negotiates the more highly complex settlements between complainants and respondents. Prepares for and participates in the settlement conferences with the District Administrator/SSMII, or Staff Services Manager I (SSMI), complainant(s) and respondent(s). Prepares the highly complex settlement documents which must be completed with considerable independence, minimal review, and substantial authority.
- 20%** Case Management: Maintains all case-related information in the department's case management system(s). Maintains proper records in compliance with departmental procedures. Maintains case diaries to reflect changes case activity, including changes of address, dates of correspondence, interviews and contacts, and the content of interviews and conversations.
- 20%** Complaint Intake: Interprets and explains areas of Departmental jurisdiction to prospective complainants and respondents. Determines whether complaints need to be accepted, amended or corrected. Analyzes the more complex technical issues with reference to the appropriate interpretation and application of various civil rights laws, rules, and regulations. Solicits sensitive information in a tactful manner.

### **Marginal Functions:**

**5%** Attends Department meetings. Acts in a lead capacity over Consultant I, II's, SSA's, AGPA's and Office Technicians when assigned. May participate in seminars and interact with various respondent and community groups. Performs as a subject matter expert, train, field questions, and issues from Consultant I, II's, SSA's, AGPA's and other duties, as assigned.

### **Desirable Qualifications:**

- Ability to analyze data and draw appropriate conclusions; understand and apply complex theories, laws and regulations and apply legal standards to the evidence related to civil rights enforcement.
- Ability to communicate effectively with co-workers and members of the public, and display excellent customer service skills.
- Understand and apply case processing procedures.
- Excellent organizational, caseload management/monitoring and negotiation skills.
- Demonstrate good decision-making abilities, problem solving skills, and work with independence of action.
- Communicate effectively both verbally and in writing; train and develop staff to point of independent functioning. Ability to operate a computer and knowledge of Excel and Word software programs.
- Ability to use typing skills to record interviews with people
- Selected candidate may be required to travel to conduct state business.
- Ability to speak a second language (bilingual) or American Sign Language preferred.

### **Special Personal Characteristics:**

Ability to function in sensitive areas in a tactful and judicious manner; willingness to work irregular hours and to travel widely within an assigned area; demonstrated objectivity and problem solving abilities; ability to manage conflict, remain calm and flexible, and prioritize emergent tasks as assigned, particularly tasks with impending deadlines.

### **Work Environment, Physical, or Mental Abilities:**

The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job with or without a reasonable accommodation.

- Requires ability to effectively handle stress of multiple demands and deadlines, and work in a noisy and fast paced environment.
- Requires daily use of a personal computer and related software applications at a workstation.
- Requires ability to complete tasks that require making repetitive hand movements in the performance of daily duties.
- Requires prolonged sitting and/or standing in a workstation for 6.5 to 7 hours per day.
- Requires punctual and regular attendance.
- Requires occasional travel to conduct on-site investigations.

### **Working Conditions:**

The above statements are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all responsibilities, duties, skills or working conditions associated with this job.

**Supervision Received:**

The FEH Consultant III (Specialist) receives general supervision from the District Administrator/SSMII and may receive direction from the Assistant Deputy Director or Deputy Director Enforcement.

**Supervision Exercised:**

None.

**Personal Contacts:**

The FEH Consultant III (Specialist) has daily contact with Departmental management and staff, complainants, respondents, legal representatives, and the general public.

**Actions and Consequences:**

The FEH Consultant III (Specialist) must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the Department’s Enforcement Directives, Case Analysis Manual, Pre-Accusation Discovery Manual, and any directions received from Departmental management personnel. The FEH Consultant III (Specialist) interacts professionally and appropriately with a wide range of persons, internal and external to the Department, including other Department employees, complainants, respondents, attorneys and community-based organizations. The FEH Consultant III (Specialist) is a nonsupervisory more technical complex position requiring daily interaction with the public and the processing of time-sensitive and confidential documents. A failure to process work promptly, accurately and with good judgment could result in the rights of complainants and/or respondents, as set forth in the Fair Employment and Housing Act, Ralph Civil Rights Act and the Unruh Civil Rights Act being jeopardized and/or compromised. Failure to use good judgment in handling sensitive and confidential information could result in violation(s) of individual privacy rights.

**Certification of the Employee:**

I have read and understand the duties as described above and I am capable of performing the essential functions and meet the job requirements as described above with or without a reasonable accommodation.

\_\_\_\_\_  
Employee’s Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor’s Signature

\_\_\_\_\_  
Date