



CITY OF MADISON, WISCONSIN

- OPEN TO:** ALL QUALIFIED APPLICANTS
- JOB TITLE:** **EOD INVESTIGATOR/CONCILIATOR 1 OR TRAINEE - BILINGUAL (SPANISH/ENGLISH)**
- DEPT/DIV:** EQUAL OPPORTUNITIES DIVISION - DEPARTMENT OF CIVIL RIGHTS
- RESIDENCY:** DANE COUNTY RESIDENCY IS REQUIRED FOR THIS POSITION
- SALARY:** \$3,563.00 monthly (Salary quoted is full performance level - If a trainee is hired, a salary schedule would be developed.)
- SELECTION PROCESS:** Applicants applying for this position are required to complete a formal City of Madison Job Application and respond to the attached Supplemental Questionnaire. All materials must be received in the Human Resources Department no later than 4:30 p.m. on February 13, 2007. An initial review of qualifications of applicants will be conducted. Only the most qualified applicants, based on a comparative evaluation of training and experience, will proceed in the selection process. Those individuals will have their Supplemental Questionnaire evaluated by a review panel.
- GENERAL RESPONSIBILITIES:** This is professional work for the City's Equal Opportunity Division (EOD). Employees in this class function as an entry level investigator and conciliator/mediator. The work involves performing intake activities, providing outreach and educational services as assigned, investigating formal charges of discrimination, preparing decisions on cases, and providing mediation/conciliation services. The work is performed under the supervision of the Equal Opportunities Division Manager, and is reviewed at all stages through conferences and review of proposed decisions, settlements, and other written materials. Movement to the EOC Investigator/Conciliator 2 level is based on demonstrated ability to investigate and mediate a variety of equal opportunity and civil rights cases and actual performance of such functions within pre-established guidelines.
- EXAMPLES OF DUTIES AND RESPONSIBILITIES:** Provide complaint intake services to the public in English and Spanish. Interview prospective complainants by phone or in person. Determine if the allegation(s) constitute a complaint of discrimination as defined by Madison Equal Opportunities Ordinance and Commission Rules and whether the Madison EOD has jurisdiction over the case. Make referrals to other agencies as appropriate and respond to questions about the complaint process. Draft or assist complainants to draft complaints. Review relevant rules, ordinances and procedures with complainants, their legal representatives or advocates at intake. Review discrimination cases assigned by the Division Manager. In

conjunction with the Manager, analyze issues and prepare an investigation plan. Prepare an investigative questionnaire for the parties (standard plus case-specific questions) and have it mailed with the complaint. Use investigative techniques to gather information, documents and witness statements in order to make a determination of "probable cause" or "no probable cause." Analyze information gathered to ensure a thorough investigation. Discuss cases periodically with supervisor and prior to writing Initial Determination. Discuss status of early mediation with appropriate staff to determine possible remedies. If not settled, draft an Initial Determination of "probable cause" or "no probable cause" based on information; previous court decisions; and State, Federal and City law. Review draft with supervisor and make changes and/or collect additional evidence as recommended. After the decision is issued, keep track of appeal time. If no appeal is filed, close the case. If an appeal is filed, prepare the paperwork necessary to move the case to the Hearing Examiner for review. Provide mediation/conciliation services to resolve equal opportunity discrimination complaints. Receive and review complaints. Contact interested parties to assess potential for dispute settlement. Analyze pertinent issues and discuss complaint with parties as appropriate. Advise parties of the impact of settlement and the required steps if settlement is not reached. May assist parties in formulating terms of settlement. Prepare the settlement agreement, if appropriate. Maintain related documentation. Provide conciliation services to parties at any phase of the complaint process upon referral. Participate in community outreach and training activities. Develop information and education materials for office use and distribution. Develop and present EOD-sponsored training in accordance with the Outreach Plan. Attend community events to provide information, technical assistance and materials about the EOC Ordinance and the services offered by the Division. Conciliate cases, as assigned, after a "probable cause" determination. Contact parties to see if they are interested in meeting to attempt a settlement. Hold in-person meetings with all parties, attorneys, advocates, etc. and/or hold conference calls or individual phone calls. Use research, mediation and negotiation skills to encourage parties to reach a mutually satisfactory solution. Draft agreements in terms understandable by all parties. Review draft settlements with supervisor. Obtain signatures and distribute settlements to appropriate parties. Have case dismissed and monitor to determine compliance or, if no settlement is reached, certify case to public hearing. Perform related work as required.

MINIMUM QUALIFICATIONS REQUIRED AT TIME OF APPLICATION

KNOWLEDGES, SKILLS AND ABILITIES:

Knowledge of State, Federal and City laws, regulations, policies and legal resources relating to equal opportunity and civil rights. Working knowledge of the principles and practices of dispute resolution, mediation and negotiation as they relate to equal opportunity and civil rights cases. Knowledge of community outreach and training principles and practices. Knowledge of computer applications, including word processing and spreadsheet applications. Ability to interview individuals with discrimination complaints. Ability to research, gather and analyze factual data and evidence relevant to equal opportunity/civil rights cases. Ability to communicate effectively, both orally and in writing in English and Spanish. Ability to apply City Ordinances to factual situations and determine if there is probable cause to believe that a violation has occurred. Ability to take facts and legal concepts and make them understandable to the general public. Ability to effectively prepare, present and support findings and determinations. Ability to meet and deal effectively with individuals and groups from diverse backgrounds. Ability to develop and maintain effective working

relationships with individuals and groups of diverse backgrounds and other governmental and community organizations. Demonstrated ability to function as a team member. Ability to maintain personal composure in hostile environments and when dealing with angry people. Ability to maintain neutrality when investigating and/or conciliating cases and dealing with parties to complaints. Ability to mediate and conciliate cases and negotiate and document settlements. Ability to maintain adequate attendance.

TRAINING AND EXPERIENCE:

One year of responsible professional experience investigating discrimination or related cases and resolving disputes involving equal opportunity/civil rights issues. Such experience should also have included outreach, training, and mediation services. Such experience would normally be obtained after graduation from an accredited college or university with a pertinent degree and/or related coursework. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledges, skills and abilities necessary to perform the duties of these positions will also be considered.

NECESSARY SPECIAL QUALIFICATIONS:

Ability to meet the transportation requirements of the position.

NECESSARY SPECIAL QUALIFICATIONS:

Demonstrated bilingual (Spanish/English) communication skills (both written and verbal).

APPLICATIONS:

Are available at the City Human Resources Department, 210 Martin Luther King, Jr. Blvd., Room 501, Madison, WI 53703; (608) 266-6500; FAX (608) 267-1115; TTY/Textnet (866) 704-2340; www.cityofmadison.com/hr/jobopen.html. Resumés received without formal application will not be considered. Applications will be accepted until 4:30 p.m. on February 13, 2007.

Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal law. Persons needing assistance with examinations should contact the City of Madison Occupational Accommodations Specialist at (608) 267-1156.

REPRESENTATION: Non-Represented

CERT 2007077.DOC; JFC 2C; COMP GROUP 18; RANGE 04; PCN 893; DEPT #04; 01/25/2007; JH:15

In accordance with the Immigration Reform and Control Act of 1986, the City of Madison will hire only United States Citizens and aliens lawfully authorized to work in the United States. ALL applicants offered a City of Madison position will be required to personally present documentation, both to identify themselves and to prove that they are eligible for employment in the United States (Note - this also applies to U.S. Citizens). This MUST be done before employment begins. Further information can be obtained from the Human Resources Department. This information will be kept confidentially, in a separate file, in the Human Resources Department.

AN EQUAL OPPORTUNITY EMPLOYER FUNCTIONING UNDER AN AFFIRMATIVE ACTION PLAN.

SUPPLEMENTAL QUESTIONNAIRE
EOD INVESTIGATOR/CONCILIATOR 1 OR TRAINEE - BILINGUAL (SPANISH/ENGLISH)
EQUAL OPPORTUNITIES DIVISION - DEPARTMENT OF CIVIL RIGHTS

Question 1

Describe the specific training and experience in a public and/or private agency/organization(s) that you believe is related to the work of the Equal Opportunities Division, specifically the EOD Investigator/Conciliator 1 Trainee. Include the following: a) What capacity you worked with the agency, b) Your job title and level of responsibility, c) Who you reported to, d) How long you were employed in this capacity.

Maximum Length: 1 page

Question 2

Describe a situation in which you used your mediation/negotiation and dispute resolution skills. Describe the nature of the dispute, the parties involved, discuss what you did to resolve the problem and the solution, and your ability to handle the mediation/negotiation in English and Spanish.

Maximum Length: 1 page

Question 3

Describe your experience working with persons of diverse ethnic groups, persons with disabilities and other groups protected by the Madison General Ordinance, 3.23, Equal Opportunities Ordinance. Indicate, at a minimum, the following: a) Your job title, b) Your level of responsibility, c) Length of time in the position, d) Client group(s) served, e) Nature of the organization and whether this was in a paid or voluntary capacity.

Maximum Length: 1 page

Question 4

Describe the depth of your knowledge and the experience and training you have regarding local, state and federal civil rights laws. In what capacity have you put this knowledge to use? Indicate in your response whether you have had to translate your knowledge from English to Spanish? If so, how often?

Maximum Length: 1 page

Question 5

Describe your experience making presentations to groups or classes in English and Spanish, which would involve community outreach or training principles and practices. Describe in detail a presentation or training you have conducted. Include the topic, intended audience, format used, length, what presentation or training handouts were used and whether you personally prepared them.

Maximum Length: 1 page

Question 6

Describe your experiences using a personal computer. Indicate how you have used a computer, how comfortable you are using a computer for the majority of your daily work, the amount of time that you spend daily on a computer, what programs you are familiar with and how you have used these programs.

Maximum Length: 1 page

Question 7

Describe your experience in report writing. Indicate what types of reports you have written. Give an example of a report that you have written wherein you have had to look at a situation, gather information, make an analysis of the situation, arrive at a conclusion, make a recommendation and defend that recommendation.

Maximum Length: 1 page