

## DIRECTOR OF OPERATIONS (HUMAN RIGHTS COMMISSION)

DISTINGUISHING FEATURES OF THE CLASS: Under supervision of the Executive Director of the Human Rights Commission, the incumbent is responsible for the daily supervision and operation of the office. The incumbent assists with the administration and implementation of anti-discrimination laws, policies and regulations, supervises investigative and support staff, conducts investigations, assists in the development and presentation of public information and education materials, and provides advice and assistance to department staff, Commission members, and the public. Contact occurs with employers, landlords, labor organizations, real estate brokers/sales staff, creditors, local municipal officials and elected officials. Supervision is exercised over professional and staff support personnel. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Supervises the daily operations of the office, ensuring cases and complaints are processed properly and in a timely manner;

Plans, supervises and assigns work to investigative and support staff, evaluates performance, conducts training and staff development activities, handles disciplinary issues, etc.;

Assists in the development and implementation of office policies and procedures;

Assists in the development of standards and procedures to be followed to ensure that investigations of complaints of discrimination are handled properly, promptly and thoroughly;

Assists with the development and administration of the budget

Implements procedures for the enforcement of anti-discrimination laws;

As needed, serves as a liaison with the County Attorney's Office, Human Rights Commission members, local, state and federal compliance agencies, and various community, business, religious, and labor organizations;

Monitors and reviews cases with investigative staff to develop plans of action to facilitate the thorough, equitable and expeditious resolution of cases;

Conducts investigations, interviewing and questioning involved parties, and conducts fact-finding, field investigations and inspections to gather and verify all pertinent information regarding the claim;

Supervises the conduct of fact-finding conferences to ensure a thorough investigative effort;

Supervises conciliation conferences in coordination with investigative staff;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Prepares monthly reports concerning the status of all cases;

Researches and reviews laws, rules, regulations, guidelines, court rulings and opinions;

Develops and maintains a case management database and identifies any trends regarding complaints:

Assists in the development of human rights outreach programs and educational and informational materials;

May perform other incidental tasks, as needed;

Uses computer applications or other automated systems such as spreadsheets, word-processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the legal and administrative requirements for investigating, preparing and processing cases of alleged discrimination; good knowledge of local, state and federal laws, regulations and court rulings related to human/civil rights; knowledge of the principles and practices of administration, management, and supervision; knowledge of the issues faced by victims of discrimination; knowledge of alternative dispute resolution, arbitration, negotiation, mediation and conciliation; skill in the use of computer applications such as spreadsheets, word processing, e-mail, and database software; ability to comprehend, analyze and interpret laws and regulations and supervise their application to specific situations; ability to gather and analyze pertinent data and draw appropriate conclusions; ability to communicate clearly and effectively, both orally and in writing; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to implement policies and procedures; ability to establish and maintain effective working relationships; ability to assign and supervise the work of professional and clerical staff involved in the enforcement of human/civil rights statutes/regulations; ability to prepare, present and support reports both orally and in writing; resourcefulness; initiative; tact, diplomacy; integrity; diligence; sound professional judgment; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and either (a) five years of experience in human resources, human/civil rights, manpower development and training, personnel placement and counseling, equal employment, labor relations, or closely related field, one year of which must have been at a supervisory level, and two years of which must have involved investigation of discrimination matters; or (b) a Juris Doctorate Degree\* and three years of legal experience which involved conducting investigations.

SUBSTITUTION: A Master's Degree\* in Psychology, social work or related field in the social sciences may be substituted for two years of the experience in option (a) above, exclusive of the supervisory/specialized experience.

SPECIAL REQUIREMENT: Must possess a valid driver's license to operate a motor vehicle in the state of New York.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

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Job Class Code: E0865  
Job Group: XV