

**MICHIGAN CIVIL SERVICE COMMISSION  
JOB SPECIFICATION**

**CIVIL RIGHTS REPRESENTATIVE**

**JOB DESCRIPTION**

Employees in this job, as members of a cross-functional team perform professional assignments involving the review, investigation and resolution of complaints of discrimination in employment, education, housing and public accommodation. Also, employees provide intervention, training and outreach services to public and private organizations to provide information about civil rights laws and legislation, methodologies that promote non-discrimination, and to provide leadership and expertise to resolve real or to avoid potential discriminatory actions.

There are five classifications in this job.

**Position Code Title – Civil Rights Representative (Departmental Trainee)-E**

**Civil Rights Representative (Departmental Trainee) 9**

This is the entry level and serves as a parallel classification to the Civil Rights Representative 9 for classified state employees who do not possess a degree. The work performed is identical to an entry-level Civil Rights Representative 9; i.e., the employee carries out a range of professional civil rights representative assignments while learning the methods of the work.

**Position Code Title – Civil Rights Representative-E**

**Civil Rights Representative 9**

This is the entry level. The employee carries out a range of professional civil rights representative assignments as described above while learning the methods of the work.

**Civil Rights Representative 10**

This is the intermediate level. The employee carries out an expanding range of professional civil rights representative assignments in a developing capacity.

**Civil Rights Representative P11**

This is the experienced level. The employee performs the full range of professional civil rights representative assignments in a full-functioning capacity. Considerable independent judgement is required to carry out assignments that have significant impact on services or programs. Guidelines may be available, but frequently require adaptation or interpretation to determine appropriate courses of action.

**Position Code Title – Civil Rights Representative-A**

**Civil Rights Representative 12**

This is the advanced level. The employee may function as a lead worker or senior worker. At this level, employees are responsible for overseeing the work assignments

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of other professionals or have regular assignments which have been recognized by Civil Service as having significantly greater complexity than those assigned at the experienced level.

**NOTE:** Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience.

### **JOB DUTIES**

**NOTE:** The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Conducts and/or attends meetings with groups and individuals to provide basic knowledge of their guaranteed rights under existing civil rights legislation.

Conducts and/or attends meetings with community groups, private organizations and businesses to train, educate and disseminate information concerning rights and obligations of employers under the existing civil rights legislation.

May serve as a liaison to communities, as a first point of contact with the department, to explain the various services provided or related options available through other agencies outside of the department.

May serve on a team involved in intervention activities in a community, to assist the community in dealing with incidents of hate crime, racial tension and/or violence.

Conducts in-depth interviews by phone or in person with complainants to determine the nature and extent of alleged violations.

Investigates alleged rights violations to determine whether there has been a violation; assures that remedial action in the appropriate forum is initiated when a violation of rights has occurred.

Works closely with department's coach attorneys during the investigation phase of a complaint, and when a complaint is prepared to go to a hearing.

Prepares complaints for presentation to respondents.

Negotiates settlements and remedial actions; prepares, as necessary, reports for legal action.

Works closely with groups and communities to identify, address, and resolve their civil rights and related problems, concerns and needs.

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Provides assistance and expertise to interested parties with respect to the achievement and maintenance of equal rights in housing, elderly assistance, legal assistance, education, civil rights, economic development, development of legislation, and the preservation of culture.

Promotes and encourages equal opportunity and affirmative action by those segments of the public affected by civil rights legislation.

Locates, coordinates and utilizes federal, state, local, and private agency services for the assistance of groups and individuals.

Collects and analyzes information from the agency and/or community which may suggest a need to modify existing or proposed legislation, policies, or procedures; researches alternatives and prepares recommendations.

Issues subpoenas, interviews witnesses, and questions respondents and claimants.

Monitors on-going agency/facility reports to assure compliance with remedial action on apparent rights violations.

Conducts special surveys and provides information as requested.

May assist in the review, preparation, and editing of agency publications, newsletters, press releases and reports.

Conducts employee orientations, in-service and staff development programs on the protection of rights.

Plans, coordinates, and/or attends workshops, conferences, hearings, and meetings.

Attends team meetings and develops team strategies.

Collects and provides information to expand Michigan Department of Civil Rights resources.

Maintains records, and prepares reports and correspondence related to the work.

Performs related work as assigned.

### **Additional Job Duties**

#### **Civil Rights Representative 12 (Lead Worker)**

Oversees the work of professional staff by making and reviewing work assignments, establishing priorities, coordinating activities, and resolving related work problems.

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### Civil Rights Representative 12 (Senior Worker)

Performs on a regular basis professional rights advocacy assignments which are recognized by Civil Service as more complex than those assigned at the experienced level.

### JOB QUALIFICATIONS

#### Knowledge, Skills, and Abilities

**NOTE:** Some knowledge in the area listed is required at the entry level, developing knowledge is required at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of state, federal and local statutes, orders, court rulings, and programs affecting civil rights.

Knowledge of investigative and interviewing techniques.

Knowledge of labor and management employment practices and policies.

Knowledge of departmental programs, services, policies, and procedures.

Knowledge of the methods and procedures used in collecting, analyzing, interpreting, and reporting data.

Knowledge of programs and services available to protected groups.

Knowledge of the techniques of effective investigation, negotiation and conciliation of cases involving alleged discrimination.

Knowledge of methods and techniques for conflict resolution.

Knowledge of the resources which can be employed to assist protected groups.

Knowledge of the Problem Resolution Process utilized by the agency.

Ability to interpret laws, rules, policies, procedures, and regulations uniformly.

Ability to maintain an impartial and unemotional attitude in the investigation and conciliation of rights problems.

Ability to negotiate settlements on rights complaints.

Ability to work effectively as a member of a work team.

Ability to plan and manage multiple priorities in an efficient and timely manner.

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Ability to effectively utilize personal computers to increase job efficiency.

Ability to speak before groups and conduct meetings.

Ability to maintain records, and prepare reports and correspondence related to the work.

Ability and willingness to work outside of normal working hours and on weekends as required.

Ability to communicate effectively both verbally and in writing.

Ability to maintain favorable public relations.

### **Additional Knowledge, Skills, and Abilities**

#### **Civil Rights Representative 12 (Lead Worker)**

Ability to organize and coordinate the work of others.

Ability to set priorities and assign work to other professionals.

### **Working Conditions**

Employees may be required to travel.

Employees may be assigned responsibilities for a single county or multiple counties.

Some jobs require an employee to work in a hostile environment.

Some jobs require an employee to work in adversarial situations.

### **Physical Requirements**

None.

### **Education for Civil Rights Representative 9-12**

Possession of a bachelor's degree in any major.

### **Experience for Civil Rights Representative 9-12**

#### **Civil Rights Representative 9**

No specific type or amount is required.

#### **Civil Rights Representative 10**

One year of professional experience in the investigation and evaluation of rights complaints, rights advocacy, rights education, or outreach activities equivalent to a Civil Rights Representative 9 or Rights Representative 9.

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**Civil Rights Representative P11**

Two years of professional experience in the investigation and evaluation of rights complaints, rights advocacy, rights education, or outreach activities equivalent to a Civil Rights Representative or Rights Representative, including one year equivalent to a Civil Rights Representative 10 or Rights Representative 10.

**Civil Rights Representative 12**

Three years of professional experience in the investigation and evaluation of rights complaints, rights advocacy, rights education, or outreach activities equivalent to a Civil Rights Representative or Rights Representative, including one year equivalent to a Civil Rights Representative P11 or Rights Representative P11.

**Education and Experience for Civil Rights Representative (Departmental Trainee)**

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**Education**

Educational level typically acquired through completion of high school.

**Experience**

**Administrative Support Experience**

Two years of E10- or E11-level experience.

**OR**

Four years of advanced or supervisory 9-level, or Senior Executive Management Assistant 9 experience.

**OR**

Two years of advanced or supervisory 10-level experience.

**OR**

One year of advanced or supervisory 11-level (or higher) experience.

**Business and Administrative Experience**

Two years of E9- or E10-level experience.

**OR**

One year of advanced or supervisory 10-level (or higher) experience.

**Human Services Experience**

Two years of E9- or 10-level paraprofessional\* or nursing experience.

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OR

Two years of E10- or E11- or supervisory 10-level experience.

OR

One year of advanced or supervisory 11-level (or higher) experience.

**Engineering and Scientific Experience**

Two years of E10-, E11-level or supervisory 10-level experience.

OR

One year of advanced or supervisory 11-level (or higher) experience.

**Safety, Security and Regulatory Experience**

Two years of E11-level experience.

OR

Two years of advanced or supervisory 10-level experience.

OR

One year of advanced or supervisory 11-level (or higher) experience.

\*Paraprofessional classifications are those requiring an associate's degree or two years of college.

**Educational Substitution**

College credits may be substituted on a proportional basis (one year of college education may substitute for one quarter of the required experience) for up to one half of the required experience.

**Special Requirements, Licenses, and Certifications**

None.

**NOTE:** Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

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**JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION**

**Job Code**

CIVRGTREP

**Job Code Description**

Civil Rights Representative

**Position Title**

Civil Rights Representative (Departmental Trainee)-E

Civil Rights Representative-E

Civil Rights Representative-A

Civil Rights Representative-A

**Position Code**

CLRRPTRE

CILRTRPE

CILRTRPA

CILRTRPA

**Pay Schedule**

NERE-002P

W22-011

W22-044

NERE-180

ECP Group 2  
Revised 7/11/06  
TeamLeaders