

MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION

RIGHTS REPRESENTATIVE MANAGER

JOB DESCRIPTION

Employees in this job direct the work of staff involved in a variety of assignments to assist inform individuals and specialized groups of their specific rights, and to insure that the rights of these individuals are preserved and maintained. The employee, under general or administrative supervision, works within general methods and procedures and exercises considerable independent judgment to select proper courses of action. The work requires knowledge of policies, procedures, and regulations of rights representation programs, and supervisory techniques, personnel policies, and procedures.

There are four classifications in this job. The classification level is determined by the application of the Professional Managerial Position Evaluation System.

Position Code Title - Rights Representative Mgr-1

Rights Representative Manager 12

The employee functions as a first-line professional manager of a professional position in a standard work area or a first-line professional manager of nonprofessional positions in a standard work area.

Position Code Title - Rights Representative Mgr-2

Rights Representative Manager 13

The employee functions as a first-line professional manager of professional positions in a standard work area, a first-line professional manager of a professional position in a complex work area, a first-line professional manager of nonprofessional positions in a complex work area, a first-line manager of a professional position in a standard work area receiving executive direction, or a first-line professional manager of non-professional positions in a standard work area receiving executive direction.

Position Code Title - Rights Representative Mgr-3

Rights Representative Manager 14

The employee functions as a first-line professional manager of professional positions in a complex work area, a first-line professional manager of professional positions in a standard work area receiving executive direction, a second-line professional manager of professional positions in a standard work area, a first-line manager of a professional position in a complex work area receiving executive direction, or a first-line professional manager of nonprofessional positions in a complex work area receiving executive direction.

Position Code Title - Rights Representative Mgr-4

Rights Representative Manager 15

The employee functions as a first-line professional manager of professional positions in a complex work area receiving executive direction, a second-line professional manager of professional positions in a complex work area, a second-line manager of professional positions in a standard work area receiving executive direction, or a third-line professional manager of professional positions in a standard work area.

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.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments and work techniques.

Identifies staff development and training needs and ensures that training is obtained.

Ensures proper labor relations and conditions of employment are maintained.

Maintains records, prepares reports, and composes correspondence relative to the work.

Directs assistance to individuals and/or other specialized groups on areas of housing, physical and health services, elderly assistance, legal assist, education, civil rights, economic development, development of legislation, and the preservation of culture.

Directs the investigation of alleged rights violations.

Provides individuals and groups with a basic knowledge of their respective rights.

Personally handles the more complex, controversial, or sensitive matters.

Works with individuals and/or other specialized groups and communities to identify, solve, and meet their problems, concerns, and needs.

Locates, coordinates, and utilizes federal, state, local, and private agency services for the assistance of minorities and/or other specialized groups.

Meets the public and private officials or groups to advise, educate, and/or persuade them to take action.

Reviews, prepares, and edits publications, newsletters, press releases, and reports.

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

Supervises the accumulation and analyzes information from the agency and/or community which may suggest modification to existing or proposed legislation, policies, or procedures.

May occasionally perform any task assigned to subordinate staff, consistent with any licensing or certification requirements.

Performs related work as assigned.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Considerable knowledge is required at the 12 level and thorough knowledge is required at the 13-15 levels.

Knowledge of state, federal, and local statutes, orders, court rulings, and programs affecting the program area.

Knowledge of investigation and interviewing techniques.

Knowledge of labor and management employment practices and policies.

Knowledge of departmental programs, policies, and procedures.

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

Knowledge of programs and services available to individuals and/or other specialized groups.

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

Knowledge of the resources which can be employed to assist individuals and/or other specialized groups.

Knowledge of training and supervisory techniques.

Knowledge of employee policies and procedures.

Knowledge of equal employment opportunity practices.

Ability to instruct, direct, and evaluate employees.

Ability to analyze and appraise facts and precedents in making management decisions.

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

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

Ability to communicate effectively.

Ability to maintain favorable public relations.

Working Conditions

None

Physical Requirements

None

Education

Possession of a bachelor's degree in any major.

Experience

Rights Representative Manager 12

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

Rights Representative Manager 13 - 15

Four years of professional experience in the investigation and evaluation of rights complaints or rights advocacy equivalent to a Rights Representative or Civil Rights Representative, including two years equivalent to a Rights Representative P11 or a Civil Rights Representative P11, or one year equivalent to a Rights Representative 12, Rights Representative Manager 12, Civil Rights Representative 12, or Civil Rights Manager 12.

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.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

Job Code Description

RIGHRPMGR

RIGHTS REPRESENTATIVE MANAGER

<u>Position Title</u>	<u>Position Code</u>	<u>Pay Schedule</u>
Rights Representative Mgr-1	RIGHMGR1	NERE-180
Rights Representative Mgr-2	RIGHMGR2	NERE-182
Rights Representative Mgr-3	RIGHMGR3	NERE-186
Rights Representative Mgr-4	RIGHMGR4	NERE-188

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07/19/2015