

# Job Posting

**Department:** 81

- Executive Offices

**Organization:** 819320

- Ex Phrc Reg II Hbg

**Job Code/Title:** 498300

- Human Relations Representative 3

**Position Number:** 80822

**Announcement  
Number:**

**County:** Philadelphia

**Work Location:** PA Human Relations Commission  
Harrisburg Regional Office  
333 Market Street, 8th Floor  
Harrisburg, PA 17101

**Type of Job:** Civil Service

**Union:** SEIU Local 668

**Bargaining Unit:** F5

**Seniority Unit:** Human Relations Commission - Philadelphia

**Type Position:** Permanent / Full Time

**Salary Range:** \$52,186 - \$79,257

**Pay Schedule / Range:** ST / ST08

**Posting Length:** 12 days

**Posting Dates:** 7/28/2016 - 8/8/2016

**Contact Number:** (717)783-8253 or [nokum@pa.gov](mailto:nokum@pa.gov)

**Information:** WORK HOURS: 8:00 AM - 4:00 PM

PLEASE NOTE: Only PHRC employees are eligible to apply for this position.

**Description of Duties:** Supervises a PHRC Regional Team that consists of Housing and Compliance Human Relations Representatives (HRR1 and HRR2) in the investigation and conciliation of complaints of discrimination in employment, housing and commercial property, education and public accommodation, because of race, color, sex, national origin, ancestry, religious creed, age, disability, and/or familial status. The incumbent serves primarily as a Housing and Commercial Property Supervisor. This position is responsible for overseeing case management and investigative procedures for Housing and Compliance cases using the Case Management System (CMS), the Title Eight Automated Paperless Office Tracking System (TEAPOTS), and other case investigation planning and monitoring systems used by PHRC.

This position reports to the Regional Director, and through the Regional Director, it is accountable to the Compliance and Housing Directors in Central Office for meeting PHRC's case investigation time and quality standards. This position is also accountable to the Housing and Compliance Directors for meeting the quantity and quality standards set forth in the work sharing agreements between the agency and designated federal agencies.

Maintains working knowledge of the Pennsylvania Human Relations Act (PHRA), the Pennsylvania Fair Educational Opportunities Act (PFEOA), and other related civil rights laws, and policies and procedures related to illegal discrimination.

Supervises investigations and ensures that investigations and administrative work are completed in accordance with established procedures; deviations from established procedures are documented and work product is reviewed for accuracy and thoroughness.

Holds monthly case audits using CMS and TEAPOTS to determine the current status of each case assigned to team members and provides direction concerning further actions to be taken.

Makes TEAPOTS and CMS entries with supervisory directions and/or the current status of each case reviewed; ensures that staff make appropriate entries/updates to CMS and TEAPOTS for all case related activities in a timely manner.

Convenes weekly Team Meetings to discuss, gain knowledge, and receive feedback regarding unique or complex cases which require prompt legal direction.

Makes appropriate entries/updates to CMS and TEAPOTS for all case related activities in a timely manner and ensures that staff are doing the same.

Identifies Housing or Compliance related training needs for staff, and issues directives and/or memoranda as needed to train, guide, direct or otherwise inform staff of proper procedures to be followed.

Provides assistance to staff in negotiating settlements if needed.

Conducts fact-finding conferences when an HRR is on unexpectedly absent and no other HRRs are available.

Reviews, approves and submits all case closings following established procedures.

Participates in conciliation meetings and assists as needed with all subsequent conciliation efforts in each case in which probable cause is found.

Monitors the progress and resubmission of all cases returned for follow-up investigation by Central Office staff.

Prepares and presents employee performance evaluations and midterm performance reviews in accordance with prescribed policy and deadlines

Administers disciplinary action or takes corrective action as appropriate.

Ensures employee leave usage is monitored and entered timely in to ESS to ensure compliance with agency and Commonwealth policies and procedures

Participates in meetings of the Regional Office management team and provides recommendations on how to improve production and work quality.

Updates monthly Regional Office Production Report by timely entering of all required data and submits TEAPOTS audit report weekly.

Represents the Commission in outreach or training events as required.

Testifies at public hearings and/or court proceedings when subpoenaed.

When assigned, reviews and directs the work of HRRs whose supervisor / team leader is absent.

Serves as the Acting Regional Director in the absence of the Regional Director if required.

Performs all general supervisory duties and any other duties as required or assigned.

- Essential Functions:**
- \* Perform full range of supervisory duties
  - \* Review and approve case closings
  - \* Monitor the use of TEAPOTS and CMS by subordinates
  - \* Organize and prioritize unit caseload
  - \* Interpret and apply rules and regulations
  - \* Testify at court proceedings
  - \* Communicate effectively both orally and in writing
  - \* Use standard office equipment
  - \* Develop and maintain effective relationships
  - \* Travel as needed

Last Date Job Applications Will Be Accepted: **Monday, August 8, 2016**

THIS IS AN ENTRY LEVEL POSITION

### **Recruitment Method(s):**

Applicants must meet one (or more) of the following methods(s) to be considered for this vacancy:

- Promotion Without Examination

### **Eligibility - all candidates**

1. Meet the minimum experience and training required for the job: One year of experience as a Human Relations Representative II, OR Five years of professional experience in social work, education, counseling, labor relations or community relations work, including one year of experience directly involved in human relations work such as investigating discriminatory practices, representing minority groups, social action work, or intergroup community education; and successful completion of two years of formal higher education at a college, university, junior college, or community college. Additional college training may be substituted for experience on a year-for-year basis.
2. Be a resident of Pennsylvania.
3. Be eligible for selection in accordance with Civil Service rules.

### **Eligibility - Competitive Promotion Without Examination Only**

#### **CLASS RESTRICTIONS**

1. Have held regular civil service status in one of the following classifications:
  - Human Relations Representative 2

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#### **ORGANIZATION AND OR LOCATION RESTRICTIONS**

2. Be currently employed in the following Organization(s):

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3. In one of the following Area(s):
  - STATEWIDE (ANY/ALL COUNTIES)

#### **Selection Criteria**

4. Minimum experience and training required for the job.
5. Meritorious service; defined as (a) the absence of any discipline above the level of written reprimand during the 24 months preceding the closing date of the posting, and (b) the last due overall regular or probationary performance evaluation was Satisfactory or higher.
6. Seniority, defined as a minimum of one year(s) in the next lower class(es) by the posting closing date of 8/8/2016.

#### **Application Instructions**

7. Interested qualified applicants **must** submit all requested materials as specified in the "How To Apply Section". **Failure to comply with the above application requirements will eliminate you from consideration for this position.** Send completed application materials to the address listed in "How To Apply" section.
8. Additional information may be obtained by calling: (717)783-8253

This section is issued for compliance with [Management Directive 580.19, Promotion in the Classified Service without Examination](#).

## **How to apply - all candidates:**

The following materials must be mailed and postmarked on or before **Monday, August 8, 2016:**

1. Completed [Civil Service Application](#) (0.40 MB)
2. Most Recent Employee Performance Review
3. Submit a request for consideration in the form of a memorandum, letter or bid form which must be accompanied by a resume which reflects work history and education.

**If interested in applying by mail, please send above specified materials to:**

**CONTACT PERSON: Nichole Okum**  
**ADDRESS: PA Human Relations Commission**  
**333 Market Street, 8th Floor, Harrisburg, PA 17101**  
**TELEPHONE: 717-783-8253**  
**EMAIL: [nokum@pa.gov](mailto:nokum@pa.gov)**

**The Commonwealth of Pennsylvania is an equal opportunity employer.**