

Job Posting

Department: 81 - Executive Offices

Organization: 819330 - Ex PHRC Reg III Phila

Job Code/Title: 498300 - Human Relations Representative 3

Position Number: 12999

County: Philadelphia

Work Location: PA Human Relations Commission
Philadelphia Regional Office
110 N 8th Street, Suite 501
Philadelphia PA 19107

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: 10 days

Posting Dates: 8/1/2016 - 8/10/2016

Contact Number: (717)783-8253 or 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: Provides supervision for an intake team of the next lower class Human Relations Representatives (HRR1s & HRR2s) in the development of complaints of discrimination in employment, education, housing, commercial property and/or public accommodation alleged to have occurred because of race, color, national origin, ancestry, religious creed, age and/or physical disability. The incumbent assigns, reviews, and approves final complaints in concert with legal staff. The incumbent also oversees the proper usage of the Case Management System (CMS) and/or TEAPOTS if applicable within the team.

Reports to the Regional Director and is also accountable to Central Office through the Regional Director to the Compliance Division and Housing Division for meeting both quantity and quality of standards of work sharing agreements between the agency and designated federal agencies.

Reviews initial written inquiries to determine jurisdiction and next steps for the complaint.

Dockets or assigns complaints to the Intake Team on a rotating basis. Provides appropriate case file information.

Maintains working knowledge of PHRA, PFEOA and other laws, policies and procedures relating to illegal discrimination. Incumbent uses this knowledge to guide staff in proper development of complaints.

Ensures that data and document requests and all other forms are completed prior to approving service of the complaint.

Identifies and tracks status of all Commission priority complaints. Targets those complaints for priority handling.

Incumbent leads weekly team meetings to discuss, gain knowledge and receive feedback from the entire team regarding unique or complex complaints which require prompt legal direction. Documents complaints discussed using Weekly Team Meeting Notes document.

Participate in all meetings of the Regional Office management team and provide input on suggestions, which will help to improve the production of both management lower level HRRs.

Direct all staff under supervision in the proper management/priority of their caseloads and ensures that staff follows policies, procedures and personnel rules. Grants deviations of policies and procedures as deemed appropriate.

Hold monthly caseload audits using the CMS to determine the current status of each case in the caseload of each subordinate and direct further action to be taken in each case. Make CMS entries, which indicate supervisory directions and/or the current status of each case reviewed.

Conduct quarterly performance reviews to reflect all levels of performance of each subordinate work results and/or performance.

Review and approve all case files and CMS entries on cases submitted for closing or transfer to assure that the Pennsylvania Human Relations Commission (PHRC) laws have been properly interpreted and PHRC internal procedures have been properly followed.

Submit a Compliance Report to the Regional Director which reflects all case activity performed by each subordinate on a monthly basis.

Monitor the HRR's conference schedules to verify that conferences are scheduled and held within prescribed time frames.

Monitor HRR's conduct during fact-finding conferences to ensure proper compliance with Commission goals and procedures.

Direct and/or preliminarily approve all field visits for investigation purposes and facilitate submission of same to the Regional Director for approval.

Make appropriate entries/updates for all CMS cases, which are assigned to staff.

Participate in the conciliation meeting and direct all subsequent conciliation efforts in each case in which probable cause are found.

Provide assistance in fact-finding negotiations if it appears that an additional or previously uninvolved negotiator might help bring the matter to a satisfactory conclusion when necessary.

Conduct fact-finding conferences in their place if no other HRRs are available when a HRR is unexpectedly absent.

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

Act as a "buffer" and a moderating influence when conflicts arise between complainants and/or respondents and lower level HRRs and between lower level staff in general when conflicts arise among themselves.

Confer with legal staff as needed.

Testify at public hearings and/or civil court proceedings when subpoenaed to do so when necessary.

Issue directives and/or memorandums when needed to train, guide, direct or otherwise inform staff of proper procedures to be followed.

Provide constructive feedback to employees in a timely manner.

Administer disciplinary action or take corrective action as appropriate.

Prepares and presents employee performance evaluations and midterm performance reviews in accordance within Commission policy and deadlines.

Ensure employee leave usage is monitored and entered timely into ESS.

Review and direct work of lower level HRRs not normally under supervision during the absence of another supervisor as assigned.

Function as the Acting Regional Director in the absence of the Regional Director, as assigned.

Identify areas of need for continuing education for professional staff and to conduct the presentation of same.

Perform 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: **Wednesday, August 10, 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):
 - o 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 8/10/2016.

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 **Wednesday, August 10, 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

The Commonwealth of Pennsylvania is an equal opportunity employer.