

Job Posting

Department: 81

- Executive Offices

Organization: 819320

- Ex Phrc Reg II Hbg

Job Code/Title: 498100

- Human Relations Representative 1

Position Number: 2711

County: Dauphin

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

Type of Job: Civil Service

Union: SEIU Local 668

Bargaining Unit: F4

Seniority Unit: Human Relations Commission - Harrisburg Region

Type Position: Permanent / Full Time

Salary Range: \$41,135 - \$62,533

Pay Schedule / Range: ST / ST06

Posting Length: 10 days

Posting Dates: 9/27/2016 - 10/6/2016

Contact Number: (717)783-8253 or nokum@pa.gov

Information: WORK HOURS: 8:30 AM - 4:30 PM

Description of Duties: This is an entry level position which enforces the provisions of the Pennsylvania Human Relations Act by investigating and conciliating complaints of discrimination primarily in employment and public accommodations alleged to have occurred because of a protected class such as race, color, sex, national origin, ancestry, religious creed, age, familial status, disability, and/or retaliation.

The incumbent:

Investigates and conciliates complaints of alleged discrimination primarily in employment and public accommodations.

Maintains working knowledge of PA Human Relations Act (PHRA), PA Fair Educational Opportunities Act (PFEOA), Title VII, the Age Discrimination in Employment Act (ADEA), the Americans with Disabilities Act (ADA), Americans with Disabilities Amendments Act (ADAAA), and other relevant laws.

Assesses jurisdiction, drafts, and investigates complaints of discrimination.

Prepares newly docketed complaints for service by tailoring an initial data and document request to ensure all appropriate source documents are requested for investigation purposes and the appropriate basic comparisons are determined. Schedules Fact Finding Conferences and submits the cases for review to the Team Leader.

Performs an initial contact call with the parties to ensure service documents have been received, confirms the date of the Fact Finding Conference, conducts thorough interviews with the parties by discussing the allegations of the complaint, explores the possibility of settlement, and answers any questions regarding Commission procedures. Records all events, which occur related to cases in PHRC's internal computer system, "Case Management System" (CMS).

Serves as the facilitator of the settlement process by communicating settlement proposals between the parties. If settlement is reached, reduces the terms of the settlement to a written agreement and has it executed by the parties.

Monitors that all answers and documents are received within the appropriate timeframes. Processes and grants extensions for the filing of answers and documents according to Commission procedures. If Respondent fails to supply the same, partners with legal staff to request a subpoena.

Serves subpoenas, after legal review and approval.

Identifies and tracks the status of all Commission priority complaints.

Targets those complaints for priority case investigations.

Conducts preliminary case analysis to determine the information needed to complete a full investigation as directed by the team leader.

Contacts the parties and witnesses to conduct interviews and secure testimony.

Prepares for and conducts Fact Finding Conferences to explore the issues raised in the complaint, probes areas of disagreement, explores the possibility of settlement, requests any outstanding documents, and maintains control of the conference.

Performs onsite interviews of witnesses, Respondents, and/or Complainants or to review documents to secure additional information on a case, if warranted and approved by the Team Leader.

Conducts substantial investigative activity at least once every 90 calendar days on each case to continue with the progression of the investigation.

Drafts thorough and detailed additional data and document requests for review and approval by the Team Leader.

Drafts thorough and comprehensive written, "Findings of the Investigation," which clearly explain the outcome of the investigation ("Probable Cause" or "No Probable Cause" to credit the allegations of the complaint) and submits to the Team Leader for approval.

Prepares all case closing documents if a recommendation of "No Probable Cause" is approved by the Team Leader. If a recommendation of "Probable Cause" is approved by the Team Leader, submits the case to the Legal department for review. If the Legal department approves "Probable Cause," drafts a "Formal Finding of Probable Cause," serves the same on the parties, and schedules a conciliation conference.

When conciliation is successful, drafts Conciliation Agreements which reflect the terms of the settlement for execution by the parties. Recommends a Public Hearing where conciliation is unsuccessful.

If a Public Hearing is approved, assists the Legal department in any further processing of the case through completion.

Gathers all necessary information when questions concerning jurisdiction or timeliness are raised and brings the issues to the Legal department for review and disposition.

Is responsible for the proper management of his/her caseload.

Effectively communicates with the public, all parties, and staff.

Follows all applicable Case Investigative Procedures and requests deviations of the same, when appropriate.

Participates in team meetings to discuss, gain knowledge, and receive feedback from the entire team regarding unique or complex cases.

Testifies at public hearings and/or civil proceedings, when necessary.

Attends training sessions to improve and update knowledge as it relates to anti-discrimination laws and PHRC procedures.

Supervision includes monthly case audits to determine the status of each case and to prioritize work assignments. All work products are submitted through the Team Leader for review and approval. Any questions concerning policy, procedures, or applicable laws are brought to the Team Leader for response.

Performs other duties as assigned.

- Essential Functions:**
- * Investigate and resolve complaints
 - * Analyze and interpret complex information
 - * Interpret and apply rules and regulations
 - * Develop investigative plans
 - * Conduct interviews
 - * Draft reports and other correspondence
 - * Communicate effectively orally and in writing
 - * Use standard office equipment
 - * Develop and maintain effective relationships
 - * Travel as needed

Last Date Job Applications Will Be Accepted: **Thursday, October 6, 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
- Transfer
- Reassignment
- Voluntary Demotion
- Reinstatement

Eligibility - all candidates

1. Meet the minimum experience and training required for the job: One year of professional administrative, criminal, or regulatory investigative experience involving the gathering of evidence, interviewing, and reporting investigation findings; and a bachelor's degree; OR An equivalent combination of experience and training, which includes one year of professional administrative, criminal, or regulatory investigative experience involving the gathering of evidence, interviewing, and reporting investigation findings.
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:
 - Uc Claims Examiner

Applications will be reviewed to determine if employees previously held regular status or currently hold regular status in a class for which there is a logical occupational, functional, or career development relationship to the

posted position or if there is a clear linkage between the required knowledge, skills, and abilities of the previously or currently held class with those needed for the posted position.

Selection Criteria

2. Minimum experience and training required for the job.
3. 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.
4. Seniority, defined as a minimum of one year(s) in the next lower class(es) by the posting closing date of 10/6/2016.

Application Instructions

5. 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.
6. 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 **Thursday, October 6, 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 that 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.