General Statement of Duties

Ensures compliance with federal, state, and local laws and the City’s Equal Employment Opportunity (EEO) policy. Trains employees and supervisors on laws and EEO policy. Conducts investigations on claims of discrimination, harassment, hostile work environment, and retaliation. Creates reports and develops plans of action in response to allegations.

Distinguishing Characteristics

This class performs a variety of specific administrative activities/projects of limited scope in a specialized, functional area and provides supportive, interpretive, and advisory information to higher level administrators, managers, and/or other stakeholders. This class is distinguished from the Administrator II that performs a variety of comprehensive and technical administrative activities within a specialized, functional area which requires a thorough foundation in the principles and practices of the functional area(s) in order to ensure efficient and effective administration and provide administrative direction to department(s) leaders in strategic efforts associated with the functional area. The Administrator I class is distinguished from the Administrator III class that performs a variety of comprehensive and technical administrative activities that have city-wide impact within a specialized, functional area(s) which requires a thorough foundation in the principles and practices of the functions area(s), exercises overall responsibility for the functional area(s), and provides authoritative advice to top level managers and elected officials on matters of key importance to city goals, programs, and mission.

Administrators are focused on the functional area not on supervising or managing staff; consequentially, an administrator may perform lead work or supervisory duties. However, administrative positions exist to serve as a technical expert within the functional area and require a high degree of specialized knowledge.

The Administrator I class has division level responsibility and may have some departmental responsibilities of defined scope. Additionally, an Administrator III and an Administrator II have responsibility of the entire functional area and the Administrator I have responsibility for a portion of the functional area.

• Some functional areas are clarified in specific classes and series within the classification plan. In those cases the specific classes are to be used.

Administrator Definition:
An Administrator serves as a technical expert and resource in a specialized, functional area by resolving complex, technical issues and designing systems, processes, guidelines, rules, and standards that are critical and directly impact the on-going operations and policies in the functional area.

Guidelines, Difficulty and Decision-Making Level

Guidelines are in the form of stated objectives for the section, unit, function, or project. Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, function, or project.

Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.
Level of Supervision Received & Quality Review

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit, section, or function within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher-level managers and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communication & Purpose

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised

By position, performs lead work.

By position, supervises clerical and/or technical staff.

Essential Duties

Investigates, advises and makes recommendations on internal claims of discrimination, harassment/hostile work environment and/or retaliation in the workplace.

Trains multiple groups of employees/supervisors on EEO policy and law, at hire and throughout their career.

Tracks internal complaints and resolutions to provide a clear understanding of the status of EEO internal complaints.

Reports and creates action plans to address problem areas where disparate impact is identified.

Tracks comparative information to identify trends in the workplace.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Conflict Management - Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Customer Service - Works with customers to assess needs, provides assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.
Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

### Knowledge & Skills

Knowledge of hiring, classification, benefits, labor relations, negotiation, and federal, state and local employment regulations.

Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

### Education Requirement

Bachelor’s Degree in Business Administration, Human Resources, or a related field.

### Experience Requirement

Six (6) years of experience in an EEO administration environment.

### Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

### Licensure & Certification

None

### Working Environment

Subject to pressure for multiple calls, inquiries, and interruptions.

### Level of Physical Demand

1-Sedentary (0-10 lbs.)

### Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

- **Hearing:** perceiving the nature of sound by ear.
- **Lifting:** raising or lowering objects weighing no more than 10 pounds, from one level to another.
- **Mental Demands:** mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.
- **Sitting:** remaining in the normal seated position.
- **Stooping:** bending the body by bending the spine at the waist.
- **Talking:** expressing or exchanging ideas by means of spoken words.
- **Vision Near acuity:** ability to see clearly at 20 inches or less.
### Background Check Requirement

- Criminal Check
- Education Check
- Employment Verification

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

Pay Grade: A-813  
FLSA Code: Y  
Management Level: 9  
Established Date: 9/21/2018  
Established By: Lori Schumann  
Revised Date:  
Revised By:  
Class History: