

Middletown, CT Job Description

Classification Title	Director of Human Relations
Job Code	
Department	Human Relations
Union Group	Non-Representation
FLSA Status	
Pay Grade	

PURPOSE OF POSITION

The purpose of this position is to direct staff and operations of the Human Relations Department. Plans, coordinates, organizes, conducts, develop, update, administers and supervises an array of comprehensive multi-dimensional and diverse programs to ensure compliance requirements with federal and state laws, statutes, regulations and Executive Order for City of Middletown. direct the Affirmative Action, Equal Employment Opportunity (EEO), Fair Housing, Organizational Training, Multi-Dimensional Human Relations programs and the Walter C. Jones Fund for the City to ensure compliance with applicable regulations and requirements. The work is performed under the direction of the Mayor.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Receives and investigates complaints of discrimination, harassment, hostile work environment and other allegations. Conducts interviews and meetings. Confers with appropriate Counsel as needed. Reports findings and makes corrective action recommendations.
- ~~, prepares disposition of general allegations and recommends corrective action to the Mayor, Commissions/Committees, Personnel Director, Department Heads/Directors and other; interviews parties and witnesses; negotiates/mediates resolutions.~~
- ~~Receives~~Receives Affirmative Action (AA)/EEO, Fair Housing and related social issue complaints from individuals. Documents and addresses complaints. Negotiates resolution of housing matters. Assists displaced, homeless and fire victims in finding shelter. Interprets and administers pertinent laws and regulation applicable to housing discrimination. ~~, employees and groups who believe they have been discriminated against, have been harassed or need social assistance; provides resolution on informal basis; serves as ombudsperson in investigating and resolving problems.~~

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- ~~Analyzes statistical data for the development and implementation of AA/EEO plans and programs for the completion of grant application data, quarterly and annual reports, etc. Evaluates and monitors AA/EEO plans and prepares related reports and recommendations. Manages and administers Walter C. Jones Fund Program. Reviews agenda, completed applications and applicant reports. Meets with committee for reviews and disposition. Monitors and reports program issues and operational and procedural changes.~~
- ~~Develops, implements and monitors the Organizational Training programs for City employees; conducts in-house and community training. Plans, develops and manages Affirmative Action Plans/Programs. Formulates goals and objectives. Monitors and generates reports on City's hiring and recruitment practices. Ensures appropriate contract compliance.~~
- ~~Prepares and distributes a variety of reports, documents and correspondence; prepares Affirmative Action reports, City policies and procedures, community outreach initiatives and educating employees and citizens on City activities.~~
- ~~Serves as spokesperson for the City on AA/EEO, Fair Housing, Organizational Training and Human Relations matters.~~
- ~~; coordinates programs with other City departments. Serves as liaison between private organizations, social, cultural and civic groups and the City; gives public talks. Plans, coordinates and administers Veteran Affairs Services. Coordinates public and private facilities concerning veteran reemployment, education, rehabilitation and adjustment. Secures services and benefits for veterans.~~
- ~~Provides consultation to aggrieved individuals and may refer to appropriate resources for assistance and resolution of problems/issues.~~
- ~~Reviews recruitment and hiring goals on a quarterly basis and sets hiring goals for all city employment job requisitions. Supervises department personnel. Provides training and instruction. Plans, coordinates, assigns and reviews work. Maintains standards and evaluates performance.~~
- ~~Counsels and advises Mayor, Department Heads and other officials on social and economic issues relating to employment and compliance with requirement. Provides consultation to the Personnel Department and Department Heads on appropriate policy and procedures for AA/EEO program implementation.~~

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- ~~• Serves on Human Relations Commission and AA Monitoring Committee; forms adhoc citizens committees as needed.~~
- ~~• Prepares investigation response for CHRO; provides affidavit on behalf of City or individual; provides technical testimony.~~
- ~~• Acts as staff to the Walter C. Jones Fund Committee. Receives applications for assistance and facilitates assistance funding as set forth by the recommendations of the Committee.~~
- ~~• Negotiates with agencies and organizations for effective implementation of EEO, Fair housing and training plans and programs.~~
- ~~• Manages and supervises department/utility personnel; interviews and recommends applicants for hire and promotion; provides instruction and training; plans, coordinates, assigns and reviews work; allocates personnel, maintains standards and evaluates performance.~~
- ~~• Maintains records on complaints and provides data for local, state, and federal reports.~~
- Prepares, monitors and administers department budget.
- Perform other related duties as assigned.

MINIMUM JOB QUALIFICATIONS

Education and Experience

Bachelor's degree in Public Administration, Business Administration, Labor Relations, Human Resources Management, Social Work, Counseling, Sociology or a related field and at least five years of professional experience in Affirmative Action, Equal Opportunity Assurance, Labor Relations or Human Resources Management with three years of experience of primary responsibility for affirmative action and equal opportunity assurance plans/programs with two years of related experience, with professional experience in affirmative action or human relations, or any combination of education and experience that provides equivalent knowledge, skills and abilities.

Appropriate education substitutions can be made.

Other

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- Ten hours of training in first year of service on state and federal discrimination laws and internal discrimination investigation techniques.

PREFERRED QUALIFICATIONS

Master's degree or Law Degree.

KNOWLEDGE, SKILLS, and ABILITIES

- ~~Requires the ability to perform data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.~~ Ability to interpret and apply relevant state and federal laws, statutes, regulations, legal procedures and employment practices related to civil and human rights laws
- ~~Requires the a~~Ability to provide first line supervision. Ability to persuade, convince, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations.
- ~~Requires the a~~Ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information such as statistical statements, complaints, reports, records and databases, investigations, dispositions, legal updates, statutes, procedures and non-routine correspondence.
- ~~Requires the ability to communicate orally and in writing with the Mayor, City Department Heads/Directors, other agencies/organizations, attorneys, consultants, Councils, commissions, committees, employees and the public.~~ Must possess investigatory skills
- ~~Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages and decimals; may require the ability to perform mathematical operations with fractions, algebra and interpret statistics.~~ Ability to negotiate
- Knowledge of federal, state and local programs and resources
- Must possess analytical and diagnostic skills
- Knowledge of housing discrimination laws and practices
- Knowledge of applicable federal and state Veteran laws, public acts and regulations
- Ability to Relate to and interact with a non-traditional and diverse student and employee population
- Ability to Work independently
- Ability to Balance competing requirements and needs of client organizations

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- Ability to Apply listening and interview skills, work under pressure, address conflict, solve problems, and make sound split-second judgments
- Ability to Develop and write reports, policies, and correspondence
- Ability to Handle common inquiries or complaints
- Ability to Work with mathematical concepts such as probability and statistical inference
- Ability to Define problems, collect data, establish facts, and draw valid conclusions
- Ability to Interpret an extensive variety of data and instructions in written, oral, schedule, mathematical, or diagram form and deal with several abstract and concrete variables
- Ability to Perform mathematical computations such as addition, subtraction, multiplication, division. Calculate percent distributions, increase rates, and similar computations.
- Ability to Exercise good judgment and focus on detail as required by the job
- Ability to Operate standard office equipment, such as computer keyboards and monitors, copiers, scanners, and telephone
- Ability to Use (or learn to use) computer software and systems applicable to the position
- Ability to Follow oral and written instructions and procedures
- Collect, organize, and interpret data and prepare accurate records
- Ability to Compare data from a variety of sources for accuracy and completeness
- Ability to Organize large volumes of detailed data and information
- Ability to Verify and maintain accuracy of detailed data and information, detect data errors
- Ability to Meet schedules and deadlines of the work unit
- Ability to Communicate in English effectively orally and in writing
- Ability to Maintain well-organized materials, files, systems and tools
- Ability to Aadapt to changes in work situations and priorities
- Ability to Reason/analyze; use logic to identify and resolve problems
- Ability to Evaluate, organize, and summarize data and information

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- Ability to Eestablish and maintain constructive and cooperative interpersonal relationships with staff, peers, supervisors, or managers in the work unit and other departments, as well as with staff of outside entities and other individuals, as applicable to the essential duties and responsibilities
- Ability to Ssatisfy the needs of internal and external customers accurately and promptly, treating customers with fairness and respect.

PHYSICAL REQUIREMENTS

- ~~Requires the ability to operate, calibrate, tune and synchronize, and perform complex rapid adjustment on equipment, machinery and tools such as a computer and other office machines and/or related materials used in performing essential functions.~~
- ~~Ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use.~~
- ~~Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighing five to ten pounds.~~
- ~~Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks.~~

Exerting up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

WORKING CONDITIONS

The working conditions described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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- ~~• Ability to work under safe and comfortable conditions where exposure to environmental factors is minimal and poses a very limited risk of injury.~~

Position requires talking, hearing, seeing, grasping, standing, walking and repetitive motions.

The City of Middletown, CT is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Date created:	03/03/15
Dates revised	