



MANAGER OF CIVIL RIGHTS PROGRAMS

FC: HF225
PB: 09
FLSA: Exempt

PC: 930
BU: 95 (NR)
Created: January 1, 1999
Revised: April 11, 2006

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Directs, manages, supervises and coordinates assigned program activities and operations within the Office of Civil Rights including either equal employment opportunity, or disadvantaged business enterprise program; coordinates assigned activities with other departments and outside agencies; provides highly complex administrative support to the Executive Manager, Transit System Compliance; and performs related duties as assigned.

CLASS CHARACTERISTICS

This class manages through subordinate staff either the equal employment opportunity or the disadvantaged business enterprise program. The class is accountable for accomplishing division goals and objectives.

REPORTS TO

This position reports to the Department Manager, Office of Civil Rights.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Assumes management responsibility for assigned services and activities within the Office of Civil Rights including either equal employment opportunity program development and compliance, or disadvantaged business enterprise contract compliance.
2. Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommends and administers policies and procedures.
3. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
4. Plans, directs, coordinates and reviews the work plan for assigned staff; assigns work activities, projects and programs; reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems.

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5. Develops and implements programs to promote disadvantaged business enterprise program participation by outside contractors; attends pre-bid conferences; manages labor and contract compliance, certification and recertification procedures; ensures compliance with Federal and District DBE policies.
6. Manages and participates in compliance reviews; investigates and resolves complaints between DBE contractors and prime contractors; reviews all documentation and analysis; may participate in selection of contractors.
7. Develops, maintains, and implements a discrimination complaint handling program; oversees complaint handling and investigations; meets with management to provide complaint resolution recommendations.
8. Develops and maintains an equal employment opportunity monitoring and evaluation system; analyzes recruitment activities and results including new hires, promotions, and separations; reviews procedures related to employment testing, oral interviews, and selection procedures; ensures compliance with the District's EEO programs and affirmative action plan objectives.
9. Plans, directs, and coordinates the District's EEO training plan; researches and evaluates training options and techniques; conducts program training.
10. Coordinates and monitors mandated legal employment program compliance; completes applicable reports to government agencies; ensures program compliance in the delivery of District services and benefits.
11. Manages the development of policies and procedures for compliance with the Americans with Disabilities Act; reviews reasonable accommodation procedures; ensures District compliance with policies to employ, promote, and retain employees with disabilities.
12. Monitors developments and legislation related to assigned area of responsibility; evaluates impact upon district operations; recommends and implements equipment, practice and procedural improvements.
13. Selects, trains, motivates and evaluates assigned Office of Civil Rights' personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
14. Oversees and participates in the development and administration of assigned program budget; participates in the forecast of funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments.
15. Serves as the liaison for the Office of Civil Rights with the board of Directors, other departments and outside agencies relative to assigned area of responsibility; negotiates and resolves sensitive and controversial issues.
16. Serves as staff on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.
17. Provides responsible staff assistance to the Executive Manager, Transit System Compliance.

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18. Conducts a variety of organizational studies, surveys, investigations and operational studies; recommends modifications to either equal employment opportunity, or disadvantaged business enterprise programs, policies and procedures as appropriate.
19. Attends and participates in professional group meetings; stays abreast of new trends and innovations related to equal opportunity matters.
20. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

QUALIFICATIONS

Knowledge of:

Operational characteristics, services and activities of an equal employment opportunity, and disadvantaged business enterprise program.

Principles and practices of equal employment opportunity, and disadvantaged business enterprise contract administration.

Methods and techniques of plan analysis, development, and implementation.

Architectural and engineering contracting community.

Principles of consensus building and effective communication.

Principles of supervision, training and performance evaluation.

Principles and practices of budget preparation and administration.

Related Federal, State and local laws, codes and regulations.

Principles and practices of recruitment, selection, job analysis and classification.

Prevailing wage and related employment laws.

Labor relations principles and practices.

Skill in:

Overseeing and participating in the management of a comprehensive equal employment opportunity, or disadvantaged business enterprise program.

Assisting in the development and administration of division goals, objectives and procedures.

Interpreting and applying Federal, State and local policies, laws and regulations.

Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals.

Communicating clearly and concisely, both orally and in writing.

Selecting, supervising, training and evaluating staff

Establishing and maintaining effective working relationships with those contacted in the course of work.

Researching, analyzing and evaluating new service delivery methods and techniques.

Preparing clear and concise administrative and financial reports.

Assisting in the preparation and administration of large program budgets.

MINIMUM QUALIFICATIONS

Education:

A Bachelor's degree in business administration, public administration, personnel management, industrial relations or a closely related field from an accredited college or university.

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Experience:

Five (5) years of (full-time equivalent) verifiable professional experience in administering or managing civil rights programs. At least two (2) years must have included administrative or supervisory experience.

Other Requirements:

Must possess a valid California driver's license and have a satisfactory driving record.

Substitution:

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A Bachelor's degree is preferred.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

May require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.