

EQUAL OPPORTUNITY TECHNICIAN

Job Code	Pay Grade
00186	CL10

Nature of Work

This is paraprofessional technical department-wide support work implementing equal opportunity assignments including intake, interview, and other duties designed to implement County Equal Employment Opportunity Policies and Chapter 70 of the Pinellas County Code, Title VII of the 1964 Civil Rights Act and the Federal Fair Housing Act. Additionally, employees in this classification assist with the county's implementation activities and compliance activities related to the Americans with Disabilities Act (ADA) as well as state and federal Veteran's Preference laws.

An employee in this class is responsible for providing a variety of highly technical and program support services to include paraprofessional interpretation of equal opportunity policies and regulations, as well as compiling statistics, and composing reports and correspondence that requires a working knowledge of equal opportunity laws, rules, regulations, and related processes. Duties include the receipt and disposition of office calls, visitors and mail and may include the accurate recording and transcription of oral statements and depositions utilizing writing skills. Work may involve responsibility for providing direction to other employees and heavy public contact with controversial and conflicting interests.

Minimum Qualification Requirements

- 4 years of experience working with equal employment opportunity and/or fair housing discrimination related enforcement programs; or
- Associate's degree in business, public administration, sociology or related field and 2 years of experience as described above; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Prior experience performing complaint investigations dealing with employment and/or fair housing matters.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Assists individuals and the public on issues and complaints covered under appropriate laws, rules, and regulations, and as appropriate, refer persons to other appropriate agencies.
- Responds to telephone and mail inquiries received by the office from potential complainants and county residents, conducts intake processing for walk-in clients, and provides assistance in the areas of discrimination complaint investigation.
- Reviews and processes data received into administrative tracking and suspense systems assisting individuals to comply with applicable requirements.
- Assists senior staff with less complex aspects of investigation processes, including collection and preliminary research of case information.
- Communicates with charging parties, respondents, and other agencies on progression of issues, investigations, and cases.
- Maintains and generates technical records and reports, including activity reports, utilizing automated systems.

EQUAL OPPORTUNITY TECHNICIAN (continued)

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Illustrative Tasks (continued)

- Keeps appointment calendars, schedules deadlines on cases, reports, and advises individuals of important information.
- Receives and applies technical policies to callers, gives information on equal opportunity policies and procedures, resolving issues when possible and referring unresolved matters to senior staff.
- Researches and assembles case files and independently reviews calls, requisitions, case notes, reports, documents, forms and memoranda requiring knowledge of equal opportunity policies and programs, as well as skilled operation of a computer and related office equipment.
- May record and transcribe minutes and staff notes.
- Relieves senior staff, supervisors, and managers of administrative detail by advising and assisting staff to train individuals on operations, policies, and procedures.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of federal, state and local anti-discrimination laws in employment and housing.
- Knowledge of affirmative action regulations.
- Knowledge of equal opportunity practices and procedures.
- Working knowledge of equal opportunity training and resource material.
- Knowledge of business English, spelling, punctuation, arithmetic and office practices, procedures and equipment.
- Skill in the operation of modern office equipment.
- Skill in accurately recording discussions and other information.
- Skill in conducting interviews by telephone and in person.
- Ability to apply computer applications and software.
- Ability to analyze Equal Employment Opportunity, Fair Housing, and other human rights associated documents and issues and to answer general questions.
- Ability to analyze statistical and narrative data clearly and logically.
- Ability to set up and maintain departmental clerical records and to prepare reports from those records.
- Ability to apply administrative and procedural regulations and work independently on complex and confidential administrative tasks.
- Ability to compose effective and accurate correspondence, and reports; deal with non-routine matters without recourse to supervisors, make decisions in accordance with rules, regulations, or policies and deal with the public in an effective and courteous manner.

For official use only

Revised	EEOC Code	Overtime Code
11/15	Para-Professionals	Classified