

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Alyssa Riphon

Work Phone: (608) 267-1133

2. Class Title (i.e. payroll title):

EO Investigator 3

3. Working Title (if any):

EO Investigator Supervisor

4. Name & Class of First-Line Supervisor:

Bethany Mason

Work Phone:

5. Department, Division & Section:

Department of Civil Rights, Equal Opportunities Division

6. Work Address:

City-County Building
210 Martin Luther King, Jr. Blvd.
Room 100
Madison, WI 53703

7. Hours/Week: 38.75

Start time: 8:00 AM End time: 4:30 PM

8. Date of hire in this position:

N/A

9. From approximately what date has employee performed the work currently assigned:

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10. Position Purpose: (How this position fits into the overall mission, vision, and goals of your agency and work unit.)

This is a leadership role within the Equal Opportunities division in the Department of Civil Rights (DCR). The Department of Civil Rights is responsible for the management, development, and implementation of Madison General Ordinance (MGO) 39.03, one of the most comprehensive equal opportunities ordinances in the country, as well as federal and state laws, toward ensuring the rights of all people in housing, employment and public accommodations in the City of Madison. The EO Investigative Supervisor directly supports the Department of Civil Rights (DCR) mission of upholding civil rights, advancing equality, and creating a more inclusive society through proactive enforcement and education. This position is responsible for supervising Madison Equal Opportunities Division (MEOD) investigative operations. This includes ensuring consistent, high-quality investigations through direct supervision, coaching, and coordination of investigative services through the MEOD.

11. Position Summary:

The EO Investigator Supervisor directly supervises MEOD investigative staff and oversees the daily investigative operations of the MEOD. This position is responsible for case coordination, work product review, investigator training, and internal procedures that support effective investigations. The EO Investigator Supervisor ~~SIS~~ ensures investigations are executed consistently and in compliance with MGO 39.03, and meet all legal and professional standards to best serve the community, under the general supervision of the Equal Opportunities Manager.

12. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

35% A. Supervision and Leadership

1. Directly supervise the daily activities of investigative personnel within the MEOD. Provide guidance, support, and mentoring to investigators, ensuring adherence to investigative protocols and standards. Conduct regular meetings to discuss case progress, challenges, and professional development opportunities.
2. Conduct regular ~~meetings~~ individual and group supervision to support investigative quality, ~~to~~ discuss case progress, challenges, and professional development opportunities.
3. Support DCR in developing strategic goals and objectives for the investigative team aligned with the mission and vision of the MEOD.
4. Foster a culture of excellence, accountability, and continuous improvement among staff. Lead by example in upholding ethical standards and promoting fairness and equal opportunity principles.
5. Identify training needs and coordinate onboarding and ongoing professional development for investigative staff to enhance staff skills and capabilities in investigative techniques and procedures.
6. Perform regular work product reviews for investigative staff, providing constructive feedback and identifying areas for improvement. Develop training plans and professional development opportunities to enhance staff skills and capabilities in investigative techniques and procedures.
7. Make recommendations to complaint resolution processes pertaining to intake, investigation, and the issuance of Initial Determinations and subsequent decisions.
8. Oversee statistical record keeping systems/formats and associated obligations consistent with prevailing standards. Direct and monitor the provision of related technical assistance.
9. Makes recommendations to EOD Manager as to potential areas for the city to update its E.O. ordinance based on trends in other areas.
10. Maintain awareness of changes in legislation on both the state and federal levels.
11. Review relevant rules, ordinances and procedures with complainants, their legal representatives or advocates at intake.
12. Supervise; mentor, advise, train, promote, assign, and evaluate work, review investigator employee performance, recruit, and terminate employees.
13. Recommend new/revised policies and procedures to improve service to the public.
14. Consult with the City Attorney's Office on questions of law, as required, and advise staff on the appropriate interpretation of law.

25% B. Investigation Coordination and Quality Assurance

1. Oversee the coordination of investigative activities and case assignments within the MEOD. Ensure efficient workflow management, prioritize cases based on urgency and complexity, and allocate resources effectively to meet investigative timelines and quality standards.
2. Monitor case progress and timelines to ensure timely and consistent complainant processing.
3. Serve as primary consultant on investigative methodology, case strategy, and prepare and distribute an investigative questionnaire to the parties
4. Ensure consistent use of administrative or technological programs integral to MEOD operations, such as the CityLaw program. Develop strategies to streamline administrative

- processes, enhance operational efficiency, and improve service delivery to complainants and respondents.
5. Collaborate with Information Technology staff and investigators to administer and utilize CityLaw operational data effectively. Ensure that investigative processes are supported by robust data systems, enabling comprehensive case management, analysis, and reporting.
 6. Direct and oversee the investigations, analyze issues and prepare an investigation plan, as required.
 7. Analyze information gathered to ensure a thorough investigation was conducted and that appropriate methods were used.
 8. Discuss cases with staff and review rationale.
 9. Review, edit, and evaluate Initial Determination decisions.
- 20 % C. Investigations
1. Carry a caseload, including complex, high-risk, or sensitive discrimination investigations, including matters that are precedent-setting, multi-party, legally complex, or involve heightened public or organizational impact.
 2. Conduct advanced investigative activities, including interviews, evidence analysis, and application of investigative standards.
 3. Prepare investigative findings, analyses, and recommendations for managerial and legal review.
 4. Provide continuity on cases requiring specialized expertise, conflict mitigation, or supervisory independence.
 5. Utilize complex cases as training opportunities through co-investigation, shadowing, or guided case review with investigative staff.
 6. Oversee the drafting or assist complainants in drafting high-level complaints.
 7. (In Joint Partnership – EEOC cases involved with Federal Class Actions), Interview prospective complainants, determine if the allegation(s) constitutes a prima facie complaint of discrimination, and whether the Madison EOC has jurisdiction over the case; make referrals to other agencies as appropriate, and respond to questions about the complaint process. Conducts case management for complaints involving potential concurrent jurisdiction with EEOC, including jurisdictional assessment and determination of appropriate case processing through investigative process.
- 10 % D. Procedures, Training & Operational Support
1. Develop, maintain, and update internal investigative procedures, templates, and guidance materials. Support implementation of policy or legal changes by translating requirements into investigative practice.
 2. Support and lead development and implementation of investigative strategies, trainings, and educational programs aimed at enhancing investigator skills and public awareness of discrimination issues. Collaborate with community stakeholders and partner agencies to promote compliance with anti-discrimination laws.
 3. Collaborate with Information Technology staff and investigators to integrate and utilize CityLaw operational data effectively. Ensure that investigative processes are supported by robust data systems, enabling comprehensive case management, analysis, and reporting.
 4. Conduct and provide training and/or guidance to staff relative to case handling.
 5. Utilize and train on professional investigative techniques to gather information, documents and to make a determination of “probable cause”, “no probable cause” or “probable cause/no probable cause”.
 6. Organize discrimination case processing and training for; State of WI Dept. of Workforce Development/Equal Rights Division, Dept. of Trade and Consumer Protection, Wisconsin Dept. of Justice, State of WI Employee Trust Funds, WI Hmong Association, City of Milwaukee Equal Rights Commission, Dane County.
 7. Participate in the development of appropriate materials and provide technical assistance to the public.
 8. Conduct investigative presentations for the public, including for Dane County and Madison College.

9. Assist staff to create presentations that can be given as presentations or put out on the DCR website as virtual presentations.
10. Plan and oversee outreach, related support, and training both directly and through staff for investigative team.
11. Cultivates and maintains relationships by responding to inquiries.
12. Raises awareness of the organization and its primary goals through outreach efforts and regular events in the community.

- 10 % E. Compliance Monitoring & Internal Reporting
1. Formulate and revise policies and procedures governing investigative practices within the MEOD. Conduct internal reviews and audits of investigative practices to ensure compliance with Chapter 39.03, EOC rules, and City policies.
 2. Identify trends, risks, and quality concerns and report findings to the Equal Opportunities Manager.
 3. Prepare internal operational summaries related to investigative performance and outcomes.
 - 4.
 - 5.

13. Primary knowledge, skills and abilities required:

- Thorough knowledge of relevant City of Madison rules, regulations, and laws governing discrimination complaints (e.g., Chapter 39.03, Rules of the Equal Opportunities Commission).
- Thorough knowledge of personnel policies, procedures, patterns, and practices.
- Thorough knowledge of recordkeeping systems and statistical analysis methods.
- Thorough knowledge of analytical and problem-solving skills for assessing complex situations and developing appropriate solutions.
- Thorough knowledge of providing education, outreach, and training to community members.
- Working knowledge of relevant State of Wisconsin rules, regulations, and laws governing discrimination complaints .
- Working knowledge of strong leadership and supervisory skills.
- Working knowledge of excellent communication and interpersonal skills for effective collaboration with diverse stakeholders (i.e., providing resources and services to other municipalities statewide).
- Working knowledge of information technology systems and their integration into investigative processes.
- Working knowledge of current trends and developments in employment, housing, and public accommodations discrimination laws.
- Working knowledge of computer systems and software relevant to investigative administrative tasks.
- Working knowledge of conducting research and gather relevant data for process improvement purposes.
- Working knowledge of exercising sound judgment and discretion in decision-making processes.
- General knowledge of relevant federal rules, regulations, and laws governing discrimination complaints.
- General knowledge of organizational skills to manage multiple tasks and prioritize workload effectively.
- General knowledge of supervision, training, and staff member development.

14. Special tools and equipment required:

Computer with related software: Microsoft Office applications, CityLaw, Adobe Acrobat DC, Zoom, Skype, and/or Teams.

15. Required licenses and/or registration:

N/A

16. Physical requirements:

Ability to sit, stand and use a computer for long periods of time. Able to lift up to 25 pounds.

17. Supervision received (level and type):

The position operates under general supervision from the Equal Opportunities Division Manager. This level of supervision involves guidance and oversight to ensure alignment with organizational goals and adherence to established policies and procedures. The EO Investigator Supervisor is entrusted with significant autonomy to supervise and innovate within their area of responsibility while maintaining accountability to the Equal Opportunities Division Manager for achieving departmental objectives and upholding the mission of promoting equal opportunity and addressing discrimination within the community.

18. Leadership Responsibilities:

This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

19. Employee Acknowledgment:

I prepared this form and believe that it accurately describes my position.
 I have been provided with this description of my assignment by my supervisor.
 Other comments (see attached).

EMPLOYEE

DATE

20. Supervisor Statement:

I have prepared this form and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
 I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
 Other comments (see attached).

SUPERVISOR

DATE

Instructions and additional forms are available from the Human Resources Dept., Room 261, Madison Municipal Bldg., calling 266-4615 or visiting cityofmadison.com/employeeenet/policies-procedures/position-descriptions.