

T0: Personnel Board

FROM: Sarah Olson, Human Resources

SUBJECT: EO Investigator/Conciliator 2-Department of Civil Rights

DATE: June 15, 2018

At the request of the Equal Opportunities Division Manager Byron Bishop, a study was conducted of a 1.0 FTE EO (Equal Opportunities) Investigator/Conciliator 2 position (Compensation Group 18, Range 06), held by Alyssa Riphon (position #892). This position is responsible for professional investigation, conciliation, mediation, and outreach work for the Department of Civil Rights. After meetings with the incumbent and the supervisor, and reviewing the duties and responsibilities associated with this position, as seen in the attached position description, I conclude that the position should be recreated as an EO Investigator/Conciliator 3 position (Compensation Group 18, Range 08), and that the incumbent should be reallocated to the new position.

The class specification for EO Investigator/Conciliator 3 indicates employees perform

...advanced level professional investigation, conciliation, mediation, and outreach work for the Department of Civil Rights. The work involves independently performing the full range of investigation, conciliation, and mediation activities, serving as a mentor to lower-level investigators and is to be a direct support to the EO Division Manager. The incumbent is expected to independently perform all job functions and the work is performed under the general supervision of the Equal Opportunities Manager.

Distinguishing duties and responsibilities include

Perform all work of an EO Investigator/Conciliator 2 with the application of broader professional expertise and independent responsibility for the full range of EO investigation, conciliation, and mediation activities, and providing outreach services.

Conduct research on Equal Opportunity laws, ordinances, and cases. Make recommendations as to potential areas for the City to update its EO Ordinance based on trends in other areas.

Coordinate with the Equal Opportunities Manager on complex cases and/or cases involving parties that have a history with the agency.

This position reports directly to the Equal Opportunities Division Manager. The Department of Civil Rights Equal Opportunities Division has a Hearing Examiner in CG 23, Range 01, an Administrative Clerk 1 in CG 20, Range 09, a Paralegal/Mediator in CG 18, Range 5, two EO Investigator/Conciliator 1's, and one EO Investigator/Conciliator 2, (Ms. Riphon).

Alyssa Riphon started with the City in 2013 as an Administrative Clerk. In 2015, Ms. Riphon promoted to an EO Investigator/Conciliator 1 and then progressed to an EO Investigator/Conciliator 2 in May, 2017. Over half of her position works on investigations that require the research of complex equal opportunities issues in the areas of employment, housing

and public accommodations. Ms. Riphon has taken on the processing of Federal investigations and more complex investigations. The more complex investigations that she is charged with have 10-25 allegations instead of 1-3 allegations. After initial complainant questioning, Ms. Riphon analyzes the ordinance and follows up. If everything is complete, then she writes her determination. In the past, she was required to share her final determination with the lead EO Investigator/Conciliator and/or with the Equal Opportunities Division Manager but now she sends the determination out with only a carbon copy to the Equal Opportunities Division Manager. In addition, sometimes there are settlement agreements. Ms. Riphon facilitates the execution of a settlement agreement. Ms. Riphon also serves as a mentor to the lower level EO Investigators, Administrative Clerk and Intern(s). Working on complex cases and serving as a mentor to lower-level Investigators are distinguishing responsibilities of an EO Investigator/Conciliator 3.

The other major area of her position is to provide trainings and community outreach. In late 2017, Ms. Riphon launched the Certified Community Partners Program. This program has provided a total of 38 trainings to approximately 672 participants from area organizations that are certified to offer their clientele the opportunity to exercise their rights in the areas of employment, housing, and public accommodations. Such participants range from Employee Trust Funds, State Bar of Wisconsin, Wisconsin Department of Workforce Development, and Centro Hispano. In addition to the Certified Community Partners Program, Ms. Riphon gives customized trainings to entities on a range of topics, (ie. implicit bias, arrest records, sexual orientation, workplace harassment, disability, etc.). Most recently, as of May, 2018, 45 trainings have been provided to external entities as opposed to 11 in 2015; 23 in 2016; and 59 in all of 2017. Providing advanced-level professional outreach work is consistent with the work performed by an EO Investigator/Conciliator 3.

Finally, another area of her position is the development and coordination of special projects. Currently, she is looking into providing discrimination trainings to taverns and bars in the City. Ms. Riphon is also leading a special project to assess and provide discrimination training to Section 8 recipients and landlords.

The work Ms. Riphon performs is in line with what is expected of the EO Investigator/Conciliator 3 classification. Although the class specification for an EO Investigator/Conciliator 3 indicates that progression normally occurs after 2 years, because the EO Division has been short-staffed over the last year, Ms. Riphon has had to take on these higher-level responsibilities more quickly, and has performed them at a high level. Because of this, I recommend the EO Investigator/Conciliator 2 position, occupied by Ms. Riphon, be recreated as an EO Investigator/Conciliator 3 position and the incumbent be reallocated to the new position.

We have prepared the necessary Resolution to implement this recommendation

Editor's Note:

Compensation Group/Range	2018 Annual Minimum (Step 1)	2018 Annual Maximum (Step 5)	2018 Annual Maximum +12% longevity
18/06	\$57,066	\$67,192	\$75,255
18/08	\$61,899	\$73,453	\$82,268

cc: Norm Davis—Director of Civil Rights  
 Byron Bishop—Equal Opportunities Division Manager  
 Mike Lipski—HR Services Manager