

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/Conciliator 2

3. Working Title (if any):

4. Name & Class of First-Line Supervisor:

Byron Bishop

Work Phone: 608-266-4721

5. Department, Division & Section:

Department of Civil Rights, Equal Opportunities Division

6. Work Address:

City-County Building, Room 523
210 Martin Luther King, Jr. Blvd.
Madison, WI 53703

7. Hours/Week: 38.75

Start time: 8:30 AM End time: 5:00 PM

8. Date of hire in this position:

3/1/2015

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

3/1/2015

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10. Position Summary:

This is professional work in the development, understanding, analysis and support of complex equal opportunities issues. The work involves investigating formal charges of discrimination; preparing case determinations; negotiating settlements of sensitive issues; providing outreach and educational services; and representing the Division before other governmental bodies, businesses, non-profits, and the general public. The person in this position must have knowledge of local, state and federal laws regarding Equal Opportunities, Affirmative Action, Hate Crimes and other legislation that might have an impact on Equal Opportunities and Affirmative Action, and the ability to effectively explain this knowledge and information to various audiences of various backgrounds. Work includes providing leadership, advice, and consultation to other professional staff on a regular basis. This work is performed under the supervision of the Equal Opportunities Manager and is characterized by independent judgment, discretion and initiative.

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

60% A. Investigations

1. Research complex equal opportunities issues in the areas of employment, housing and public accommodations. This includes the use of investigative techniques to draft questions tailored to specific factual situations presented, gather information, documents, witness statements and conduct on-site visits as necessary.
2. Analyze findings, information gathered, relevant laws and cases to determine "Probable Cause," "No Probable Cause" or "Probable Cause/No Probable Cause" with regard to discrimination. Draft document explaining analysis and determination as to the existence of probable discrimination.
3. Represent Agency interests and be well-versed regarding MGO 39.03, federal and state laws. Quickly analyze situations as presented by the public to determine if the MGO 39.03 is implicated (i.e., intakes, interview individuals, determine jurisdiction, determine if facts present a prima facie case, draft complaints). Explain entire complaint process from intake stage through Mediation, Investigation, Conciliation and Hearing stage in lay person terms.
4. Provides leadership to volunteer interns, support staff, and Investigator/Conciliator 1 and 2 on issues related to the Equal Opportunities laws (federal, state and MGO 39.03). Provide information, support and analysis to housing providers, employers, businesses, and serve as a resource to other staff on these issues. Maintain awareness of resources available in greater Madison area.
5. Develop, recommend, and implement necessary policies, procedures, systems and recordkeeping related to the Division's work and new areas as requested by the Common Council, the Equal Opportunities Commission, the federal Equal Employment Opportunities Commission, and the Civil Rights Director.
6. Act as Open Records Custodian for the Equal Opportunities Division; field requests for records in compliance with state statutes
7. Organize case processing between the Equal Opportunities Division other Equal Opportunities agencies as needed, including fielding case transfers, dual-filed complaints, and other issues as they may arise.
8. Maintain contract compliance between the Equal Opportunities Division and the Equal Employment Opportunity Commission; initiate contract review and renewal processes
9. Train and mentor all new Investigator/Conciliators surrounding proper investigation analysis, technique, process, and procedure.
10. Perform all work of an Investigator/Conciliator 2 with increased expertise

5% B. Mediation/Conciliation

1. Represent the Division in sensitive, confidential interactions with individual parties. Assist parties in arriving at an agreement.
2. Exercise judgment in the resolution of conflicts relative to high intensity, factually complex discrimination matters.
3. Research methods and practices of mediation and negotiation techniques and utilize these skills to assist parties in framing settlement discussions and encouraging parties to reach a mutually satisfactory solution.
4. Provide mediation and conciliation services to the parties at anytime during the EOD Complaint Process. Draft binding settlement agreements, when necessary.

5% C. Inter-Departmental Liaison

1. Represent the City on inter-agency teams, such as Neighborhood Resource Teams.
2. Monitor local, state and national community and media issues and brief Agency staff as needed. Provide related experience as appropriate. Interact with different community populations and stay actively involved with local community groups.
3. Monitor legislative proposals and court cases at the federal, state and local level which would affect the application and impact of MGO 39.03. Perform analysis on relevant proposals and cases and provide recommendations to Department Head, Division Manager, Equal Opportunities Commission, Common Council and other Agencies/Departments as appropriate.

4. Serve as the Equal Opportunities Investigator/Conciliator specialist and provide specialized expertise, consultation and guidance in areas of substantial responsibility in (i.e., Fair Housing, Disability Discrimination, Conviction Record Discrimination, Hate Crimes, Genetic Information Nondiscrimination Act (GINA), etc.). Prepare reports, analysis and recommendations as requested and provide technical assistance to businesses, housing providers, public accommodations, the Equal Opportunities Commission, Common Council, Department Head and Division Manager. Provide this information as necessary.

15% D. Trainings & Community Outreach

1. Plan, schedule and conduct training sessions, public meetings and presentations to policy-making bodies, community groups, businesses and other special interest groups of all sizes as necessary to accomplish Department mission.
2. Create and present specially-tailored trainings to a wide variety of audiences on a variety of topics including discrimination, hate crimes, and other topics including areas where one has substantial responsibility (i.e., Investigative Techniques, Disability, Race and Age Discrimination, Hate Crimes, GINA, etc.).
3. Author brochures, presentations and articles for publication on website and for dissemination to diverse groups.
4. Provide guidance and review work of other professional staff prior to public presentations.
5. Develop and recommend community outreach programs
6. Develop and recommend marketing campaigns
7. Establish and maintain contact with key members of organizations to assess community needs
8. Develop strategies to address and resolve the ever-changing needs of protected class members
9. Coordinates and/or participates in community workshops or other special initiatives
10. Participate in Equal Employment Opportunity Commission (EEOC) federal conferences and events on behalf of the Department

20% E. Special Projects

1. Gather statistics and craft Equal Opportunities Division annual and bi-annual reports.
2. Assist in technological developments for increased case processing efficiency
3. Conduct special projects and/or research on behalf of the Department as assigned
4. Review, recommend, and apply for grants on behalf of the Department
5. Maintain Department historical records through KnowledgeLake database
6. Conduct research and make recommendations for process and rule adjustments
7. Assist Department Director and Division Manager in responding to media inquiries
8. Assist Division Manager with technical assistance and project implementation
9. Assist Division Manager in program and special project development for the Department

12. Primary knowledge, skills and abilities required:

Knowledge of applicable federal statutes, state laws, City Ordinances, regulations, policies, court cases and legal resources relating to equal opportunity, civil rights, affirmative action and hate crimes. Knowledge of the principles and practices of dispute resolution, mediation and negotiation. Knowledge of training principles and practices, community outreach and human resource management principles and practices. Thorough knowledge of computer applications, particularly Microsoft Office applications and Internet research tools. Demonstrated listening and analytical skills. Ability to interview individuals and explain complex situations in simple, easy to understand terms for a variety of education levels and audiences. Ability to research, gather and analyze factual data and information relevant to equal opportunities/civil rights. Ability to communicate effectively, both orally and in writing. Ability to present information effectively to individuals and groups and think quickly on one's feet. Ability to apply Madison General Ordinance 39.03 to factual situations and determine if a violation has occurred. Ability to prepare written, narrative and statistical reports. Ability to effectively analyze, prepare, present and support findings and determinations. Ability to communicate with individuals from diverse backgrounds in high conflict, high emotion, hostile environments and maintain own composure. Ability to develop and maintain effective working relationships with groups of diverse backgrounds, community organizations, businesses and governmental agencies. Demonstrated ability to function as a team member, including the ability to

offer and accept constructive criticism. Ability to maintain neutrality when investigating, mediating and/or conciliating cases and dealing with parties to complaints. Demonstrated ability to mediate and negotiate complex, high emotional situations. Ability to develop and oversee the maintenance of effective record-keeping systems. Ability to exercise judgment and initiative. Ability to develop community outreach programs. Ability to interpret and assist in executing contracts and worksharing agreements with other Equal Opportunity enforcement agencies.

13. Special tools and equipment required:

Use personal computer and Microsoft Office applications, such as Word, Outlook and PowerPoint and other related computer applications. Set-up laptop and projector for presentations.

14. Required licenses and/or registration:

None required.

15. Physical requirements:

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

16. Supervision received (level and type):

This position receives limited supervision. The person in this position is given an assignment and then given the latitude to define the scope and associated tasks and the ability to carry out the assignment. The work completed may be reviewed to check the overall results.

17. 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).

18. 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).

Alyssa Ripston
EMPLOYEE

5/15/18
DATE

19. 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).

RP
SUPERVISOR

5/15/18
DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.

