

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

HUMAN RIGHTS INVESTIGATOR II

POSITION CODE: 19775  
Effective: 9-1-15

DISTINGUISHING FEATURES OF WORK:

Under general supervision, performs duties as an intake lead worker; independently conducts investigations of allegations of employment, housing, credit, and public accommodations discrimination, or allegations of sexual harassment in education; develops reports of findings of fact, parties' terms of settlement and agreement and necessary correspondence to concerned parties; travels as needed to meet the operational goals and objectives of the agency.

ILLUSTRATIVE EXAMPLES OF WORK:

1. In the Intake Section, maintains a case load of alleged complaints, collecting information to perfect charges, counseling complainants, ascertaining jurisdiction and recommending decisions; acts as a lead worker in orientation of new employees, assisting lower level employees with difficult situations, and acting in the absence of the supervisor; may carry a small case load of routine investigation cases.
2. As an investigator, conducts investigations into allegations of discrimination under the Illinois Human Rights Act, individual and systemic discrimination complaints; collects information on cases in the form of statistics, records, and other documentation, as well as by interview and questioning of complainants, respondents, and witnesses; conducts fact-finding conferences including both parties to a discrimination charge.
3. As a systemic investigator, as part of a team or independently, may perform investigations on single cases involving groups of complainants and tracing patterns of discrimination by specific respondents; systemic discrimination cases are cases involving a pattern, practice or policy where the alleged discrimination has a broad impact on an industry, profession, company or geographic area such as barriers in recruitment or hiring, restricted access to promotional opportunities or higher level positions, exclusion of qualified persons, unlawful pre-employment inquiries, age discrimination, or compliance with customer preferences that result in discriminatory practices.
4. Collects information, testimony, records and other documentation on employment, housing, credit, and public accommodation discrimination complaints or sexual harassment in education complaints; maintains a case load of a mixture of charges; conducts on-site visits, informal hearings or conferences.
5. Performs analysis of cases and makes recommended decisions on the disposition of cases; prepares reports on cases for administrative review.

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6. Negotiates settlements during the process of investigation if both parties in a dispute agree to conciliation.
7. Serves as a resource to explain and interpret the Human Rights Act rules, regulations and investigative procedures to other governmental, school, community or other agencies as needed.
8. Participates in continuing training and education opportunities to develop professional skills and knowledge of the philosophy, procedures, rules and regulations of the agency.
9. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

#### DESIRABLE REQUIREMENTS:

##### Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of college, preferably with coursework in business, public, or personnel administration or social sciences.

Requires one-year of professional experience as a Human Rights Investigator I.

##### Knowledges, Skills and Abilities

Requires extensive knowledge of human rights issues.

Requires extensive knowledge of the methods and techniques of performing investigations and caseload management.

Requires ability to communicate effectively both orally and in writing.

Requires ability to apply the specifics of the Illinois Human Rights Act in an investigation.

Requires ability to analyze information and make recommended decisions.

Requires ability to use a personal computer and electronic word processing software to record and organize data.

Requires ability to maintain accurate, complete and correct records as required by law.

Requires ability to develop and maintain cooperative relationships with management, staff, respondents, government representatives and the general public.

Requires physical, visual and auditory abilities necessary to carry out assigned duties.

Requires possession of a valid appropriate driver's license and the ability to travel.

In addition to English verbal and written skills, candidates may be required to translate, speak and write a language other than English at a colloquial skill level to perform the duties of the position. Some positions may require candidates to possess specific effective communication skills such as, but not limited to, Braille, sign language or another form of manual communication.