

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

HUMAN RIGHTS INVESTIGATOR III

POSITION CODE: 19776
Effective: 9-1-15

DISTINGUISHING FEATURES OF WORK:

Under general direction, performs duties as a working supervisor of a unit for intake activities; or performs duties of an advanced specialist in investigations, developing or revising techniques and methods of investigations; may perform coordinative functions with local governmental jurisdictions on equivalent compliance ordinances; travels as needed to accomplish the operational goals and objectives of the agency.

ILLUSTRATIVE EXAMPLES OF WORK:

1. As a working supervisor of unit intake activities, gives direction and guidance to intake workers; responsible for job assignments, training of new employees, and performance evaluation of subordinate personnel; maintains a case load of intake complaints and assists with investigations as time permits.
2. Assists lower level investigators with difficult investigations or the resolution of unusual problems; assists in training new employees; acts as supervisor in supervisor's absence; carries a case load of moderately difficult to difficult charges to be investigated, performing the usual duties of an investigator.
3. As an advanced specialist, investigates cases of advanced complexity and /or sensitivity; carries a case load of employment, housing, credit and public accommodations discrimination or sexual harassment in education charges of varying difficulty; maintains a caseload of a mixture of charges; performs investigations of cases according to accepted methods and develops or revises techniques and methods of investigations for problems not previously encountered; acts as a leader or trainer of coworkers in developing proficiency in new or revised techniques or methods; may act as liaison to local governmental jurisdictions with human rights discrimination ordinances to facilitate and coordinate dual enforcement.
4. Collects information by interviewing and assessing recorded material; generates or directs the generation of requisite reports; conducts on-site visits and holds informal hearings or conferences.
5. Performs analysis of cases and makes recommended decisions based upon 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 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 the 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 II.

Knowledges, Skills and Abilities

Requires thorough knowledge of human rights issues.

Requires thorough 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 direct the activities of coworkers.

Requires ability to perform difficult analysis of information and make recommended decisions.

Requires ability to interpret and apply the Human Rights Act in discrimination cases.

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.