



HUMAN RIGHTS SPECIALIST

JOB DESCRIPTION

Department: Executive Department	Division: OHRE
Work Location: Urbana City Building	Percent Time: 100%
Job Type: Civil Service	FLSA Status: Non-Exempt
Reports To: Human Rights and Equity Officer	Union: Non-Bargaining

JOB SUMMARY

Under the supervision of the Human Rights and Equity Officer, the Human Rights Specialist performs advanced, complex technical and administrative functions related to the supporting the Office of Human Rights and Equity (OHRE), to include responding to telephone and email inquiries or directing them as appropriate, reviewing and processing Equal Employment Opportunity Workforce Statistics applications, logging and reporting data; maintaining OHRE information on the City website; attending meetings, recording minutes, and maintaining calendars and agendas for the Urbana Civilian Police Review Board and the Human Relations Commission; and preparing OHRE correspondence. This position is responsible promoting and projecting human rights, civil rights, and optimal community relations for Urbana residents, workers, consumers, and visitors by assisting the Human Rights and Equity Officer in attending, coordinating, and facilitating community programs and projects that foster long-term, positive, and productive community relations. The incumbent must exercise discretion and sound independent judgment, and is responsible for maintaining the confidentiality of sensitive information encountered in the course of performing the job duties.

ESSENTIAL FUNCTIONS

Administrative Support

- Serves as staff for the Civilian Police Review Board (CPRB) and Human Relations Commission (HRC); attends meetings, organizes packets, transcribes meeting minutes maintains calendar of meetings, and posts agendas; makes appropriate public notification of meeting information per Open Meetings Act requirements.
- Responds to telephone and email inquiries or refers as appropriate; educates and assists residents and visitors with CPRB and HRC services and forms; assists with education and enforcement of the Human Rights Ordinance.
- Processes, records, and maintains CPRB complaint forms; distributes completed forms for review.
- Examines EEO Workforce Statistics applications, other documents to verify accuracy

and completeness; provides feedback to citizens and contractors in order to ensure completed applications; creates application files and distributes for review; updates and maintains records; tracks and reports on approval status.

- Creates and maintains multi-functional filing systems; ensures electronic filing is consistent with paper filing systems by working with HREO to enter information on a timely basis. This includes posting pertinent information into the City website, and other associated data storage systems.
- Reviews and submits invoices for payment; opens, sorts, logs and distributes incoming mail; prepares outgoing mailings; makes copies; maintains appropriate office supplies and orders as needed, within budget limits; schedules and coordinates meetings and maintains calendars for HREO as directed.
- Maintains various records of OHRE activities and programs; prepares general correspondence and summary reports; generates reports on community outreach program activities.
- Maintains a database of community and media contacts for the OHRE.
- Assists with researching, writing, and designing internal and external communication such as press releases, flyers, and annual reports for the public.
- Provides clerical support to the Human Rights and Equity Officer; may provide clerical support to other Department staff in the absence of other administrative support staff.

Community Engagement Support

- Assists the HREO in monitoring the City's compliance with federal Americans with Disabilities Act (ADA) laws; provides input for improving ADA-related processes and procedures.
- Assists in developing and maintaining community engagement by attending, coordinating, and facilitating OHRE programs and projects in conjunction and assigned by the Human Rights and Equity Officer.
- Assists in representing the City of Urbana, as assigned, in a variety of public forums and social and civic functions with elected officials, external agencies, and community, neighborhood, and business organizations.
- Assists in cultivating and enhancing strategic partnerships with key community members and groups by representing the City through participation in community events and networking as directed by the Human Rights and Equity Officer.
- Attends meetings, seminars, and forums of interest to keep informed of changing trends or legislative initiatives. Monitors publications and networks for relevant information pertaining to the meeting agendas and reports relevant information.
- Monitors social and community trends and issues.

- Maintains confidentiality when involved with sensitive information requiring considerable use of tact, discretion, and judgment.

Standardized Essential Duties

- Continuously seeks process improvements in all operations with the ultimate goal to improve the quality of customer service.
- Assists the public with inquiries, requests, and/or problems in a friendly, respectful, courteous, and professional manner.
- Communicates and reinforces organizational culture and values.
- Recognizes situations that are beyond their limits and directs inquiries to the appropriate person/s.
- Maintains ongoing communication with supervisor, informing them of all pertinent problems, irregularities, new developments, changes, and other important information within area of responsibility.
- Maintains a professional and courteous attitude with all people, including fellow employees, members of the public, management, Board and Commission members, elected officials, and members of the media. Cooperates with other departmental/division personnel to ensure customer service standards are consistently practiced.
- Maintains confidentiality in performing assignments relative to any information received directly or indirectly. Ensures that confidential information is kept secure.
- Complies with City policies and procedures.
- Reports to work on time and as scheduled.
- Performs other duties as needed or assigned.

JOB REQUIREMENTS

Education & Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Completion of high school or equivalent and four years of progressively responsible office/administrative experience; or completion of an associate's degree (or equivalent post-secondary coursework) in business or public administration, communications, public relations, social services, sociology, or a related field and two years of progressively responsible office/administrative experience; or an equivalent combination of education and experience.
- Outreach/community relations experience.
- Demonstrated experience working with individuals of diverse backgrounds, and sensitivity and understanding of the diverse socioeconomic, ethnic, cultural, and racial

backgrounds of the community and of groups historically underrepresented and/or who may have experienced discrimination.

Preferred Qualifications

- A bachelor's degree in communications, public relations, education, social work, business administration, sociology, or related field.
- Familiarity with legal processes, procedures, and documents.

Knowledge of:

- Pertinent federal, state, and local laws, codes and regulations and basic principles of municipal governance.
- Working knowledge of: standard office procedures such as filing, typing, duplicating materials; answering telephones and taking/sending written or electronic-mail messages; telephone etiquette; correct English usage, grammar and punctuation; proper spelling of commonly used words; operation of computers and other office machines; manual and computerized recordkeeping methods; basic math; reading skills sufficient to understand information and materials related to the assignment.
- Existing knowledge of or ability to quickly understand and learn, as needed to perform work, basic legal principles and terminology and concepts of procedural justice.
- Principles and techniques of communications and interpersonal, community, and human relations.
- Needs of the diverse socioeconomic, cultural, racial, and ethnic backgrounds of the community.
- Contemporary issues relating to community relations, youth, law enforcement, and individuals re-entering society.

Skills

- Proficiency with Microsoft Office software and other applications, e.g. word processing, spreadsheet, and database management, as it relates to assigned work.
- Organizational skills, specifically pertaining to process and time management.
- Active listening and initiative when appropriate; motivated to achieve a high level of performance.
- Outstanding written and verbal communication skills, including public speaking skills.
- Outstanding customer service skills.

Competencies

- Collaboration skills
- Communication proficiency

- Diversity, Equity, and Inclusion
- Personal effectiveness/credibility
- Time and project management

Ability to:

- Understand technical and legal writing.
- Handle multiple priorities while working in a fast-paced, deadline-oriented environment.
- Work independently with minimal supervision, a high degree of attention to detail, and exceptional organizational and prioritization skills.
- Work well under pressure, handle confidential information, and manage sensitive or controversial subjects with tact, kindness, and professionalism.
- Communicate complex processes and procedures to a variety of audiences.
- Develop and conduct effective presentations.
- Work cooperatively with others.
- Interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Work well independently, resolve problems, relate well with various types of individuals, often when they have experienced difficult situations; exercise good judgment; and work cooperatively. Must take initiative within delegated responsibility and take direction as needed.
- Exhibit a high degree of professionalism, maturity, and patience.

Licenses, Certifications and Memberships Required

- Must possess a valid State of Illinois driver's license or obtain one within fifteen (15) days of employment.

Supplemental Information

Supervision received

- This position works under the general supervision of the Human Rights and Equity Officer; the incumbent exercises judgment in interpreting methods and procedures and performs complex duties within established policy guidelines.

Level and complexity of supervision exercised

- This position may be responsible for supervising Arts & Culture interns and community volunteers. This includes ensuring policies are followed, enforcing safety standards, verifying and submitting accurate time sheets, monitoring performance, and recommending performance management actions.

Contacts: Internal/External

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- Daily contact with general public and City staff.
- Regular contact with the Human Relations Commission and the Civilian Police Review Board; businesses, community and governmental stakeholders and partner organizations.
- Ongoing contact with community partners including nonprofits, businesses and community organizations, with high levels of interaction during special events.
- Occasional contact with City Council and various Board and Commission members.

Security Level

- **MVR:** Essential functions may require frequent use of City vehicles.
- **PII:** essential functions require access to and responsibility for detailed personally identifiable information (PII) that is protected, personal, or sensitive AND/OR access to and responsibility for information related to the City's finances.

Job Dimensions

- Interactions with others are somewhat unstructured and may be unique and/or require novel solutions. Interactions at this level may require explanation of complex technical concepts or interpretation of established processes, procedures, or policies, and may require considerable interpersonal skill and the ability to resolve conflict.
- The employee operates under general supervision expressed in terms of program goals and objectives, priorities, and deadlines. Administrative supervision is given through statements of overall program or project objectives and available resources. Administrative guidelines are relatively comprehensive, and the employee exercise judgment in interpretation of the intent of guidelines, methods, and procedures. Characteristic jobs at this level may involve directing independent oversight of assigned projects or performing complex, but precedential, technical or administrative work.

Work Environment

- Work occurs primarily in an office setting. The noise level in the work environment is usually low to moderate. Some community events occur in an outdoor venue which may involves exposure to a variety of temperature and weather conditions; exposure to loud noises and traffic; and vehicle fumes.

Physical Requirements

- Requires: the ability to operate, repetitively at times, a personal computer. Also requires ability to operate multi-line telephone and photocopier; ability to concentrate and consistently produce accurate work. While performing the duties of this job, the

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employee is frequently required to sit for long periods of time; use hand to find, handle, or feel, reach with hands and arms; and talk or hear. Incumbent must occasionally lift and/or move up to 30 lbs. Ability to see and hear within normal range.

Work Hours:

- Regular City hours are 8:00 am to 5:00 pm, Monday through Friday. Board and Commission meetings are in the evenings, therefore, actual work hours are sometimes irregular. Meetings and events may occur outside of regular business hours.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Class Specification History

New class: 03/29/2023

For HR/Finance Use

Title Code	Pay Grade 105
EEO Category 2– Professional	