

**State of Michigan  
Civil Service Commission**  
Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

<b>Position Code</b> 1.
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## POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> CIV RGHT CENTRAL OFFICE
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Operations
<b>4. Civil Service Position Code Description</b> Civil Rights Representative-A	<b>10. Division</b> Enforcement
<b>5. Working Title (What the agency calls the position)</b> Housing Investigator	<b>11. Section</b> Housing
<b>6. Name and Position Code Description of Direct Supervisor</b> CAIN, MARLENE M; CIVIL RIGHTS MANAGER-3	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> KENYON, RENEE D; STATE ADMINISTRATIVE MANAGER-1	<b>13. Work Location (City and Address)/Hours of Work</b> 3040 W GRAND BLVD; DETROIT, MI 48202 / M-F 8:00 a.m. - 5:00 p.m.

**14. General Summary of Function/Purpose of Position**

The employee is responsible for investigation and/or resolution of dually-filed complaints of unlawful discrimination in housing including systemic and complex complaints. Employee is responsible for conducting intake interviews, fact finding conferences, on site reviews, interviewing witnesses, investigative report writing and recording data in the departmental data base and HUD's data base. Employee will provide training and outreach services to public and private organizations to provide information about civil rights laws and legislation, methodologies that promote non-discrimination, and provide leadership and expertise to resolve real or to avoid potential discriminatory actions. Is an expert in the area of fair housing discrimination for the department and community partners through training and certification by the National Fair Housing Training Academy and/or certification per our Cooperative Agreement with HUD. The employee is required to have completed HUD's National Fair Housing Training Academy (NFHTA) and/or certification for housing per our Cooperative Agreement with HUD. Confidentiality and integrity are essential to this position.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

**Duty 1****General Summary:****Percentage: 80**

Provide complaint issue services to customers in accordance with the Enforcement Process policies and procedures.

**Individual tasks related to the duty:**

- Evaluate incoming concerns to determine the appropriate course of action (Statement of Concern, Formal Complaint, Referral, etc.)
- Conduct investigations and on-site reviews, hold conferences, interview witnesses and negotiate settlements.
- Lead Investigator for dually filed complaints with the Housing and Urban Development Authority, specifically Section 504 and other authorities' cases.
- Compile and analyze data collected to make a recommendation regarding probable cause or insufficient evidence of unlawful discrimination.
- Prepare investigative reports.
- Maintain thorough record of investigations in data bases.
- Lead Investigator to testify at public hearings as an expert in the area of fair housing discrimination, as needed.

**Duty 2****General Summary:****Percentage: 10**

Collaborate and participate as an effective member of an Enforcement unit, and other units as needed

**Individual tasks related to the duty:**

- Attend and actively participate in staff meetings.
- Establish and follow staff protocols and rules.
- Adhere to department work rules and job expectations.
- Develop strategies to achieve the department's goals.
- Maintain open channels of communication with all MDCR staff.
- Work collaboratively with manager(s) and other colleagues (staff attorneys, mediation staff, etc.), as well with the US Department of Housing and Urban Development and strategic partners including fair housing centers in Michigan.
- Partner with HUD for on sites.
- Network and maintain relationships with the Fair Housing Centers throughout the state.
- Conduct conciliation conferences as assigned.

**Duty 3****General Summary:****Percentage: 5**

Improve skills and professional development.

**Individual tasks related to the duty:**

- Attend fair housing training in accordance with our Cooperative Agreement with HUD.
- Identify resources which can be used to enhance agency and/or individual performance.
- Read all internal publications including but not limited to policies and procedures, department memos, MCRC position statements and press releases.
- Review information from external publications related to civil rights issues as appropriate.
- Participate in additional training as assigned.

**Duty 4****General Summary:****Percentage: 5**

Other duties as assigned.

**Individual tasks related to the duty:**

- Conduct and lead Outreach and Education services in accordance with the Enforcement Process policies and procedures by developing customized presentation materials for training and speaking presentations where appropriate.
- Work within the department to respond to incidents of hate crime, tension and/or violence in communities and organizations as necessary.
- Work collaboratively with civil rights partners and other stakeholders as deemed appropriate.
- Attend and participate in civil rights related community meetings, workshops and/or conferences as necessary.
- Attend and assist with Michigan Civil Rights Commission meetings as assigned.
- Maintain a thorough record of information in data base regarding the service provided.
- Other duties as deemed appropriate

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Determine sufficiency of evidence at conclusion of investigations of complaints of unlawful discrimination filed with the Department. Determine appropriateness of settlement proposals.

**17. Describe the types of decisions that require the supervisor's review.**

Employee would be expected to have supervisor review all investigative reports as well as composed settlement agreements, withdrawals and correspondence.

**18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.**

The work in this position includes:

Working in a standard office environment.

Attendance at various locations which may require travel and extended work hours which may include evenings, holidays, weekends and overnight stays.

Ability to communicate effectively, including excellent written communication skills.

**19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.**

**Additional Subordinates**

**20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):**

- |   |  |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work.                      |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work.                     |
| <input type="checkbox"/> Approve leave requests.            | <input type="checkbox"/> Review work.                      |
| <input type="checkbox"/> Approve time and attendance.       | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand.                  | <input type="checkbox"/> Train employees in the work.      |

**22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?**

Agree.

**23. What are the essential functions of this position?**

The essential duties of the position are to carry out the following primary elements of the Enforcement Process: evaluation, complaint initiation, complaint investigation and analysis of evidence. Confidentiality and integrity are essential to this position. Physical presence in the office is required on a regular basis.

**24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.**

The employee is now performing senior level duties with a higher degree of overall job duties and is a recognized resource for complex case investigations, intervention in community activities and lead role in education/training activities.

**25. What is the function of the work area and how does this position fit into that function?**

The work area is Civil Rights Operations. The position is the senior level employee and an expert carrying out the work of the Housing Investigation Unit, Enforcement Division.

**26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.**

**EDUCATION:**

Possession of a bachelor's degree in any major.

**EXPERIENCE:**

**Civil Rights Representative 12**

Three years of professional experience in the investigation and evaluation of rights complaints, rights advocacy, rights education, or outreach activities equivalent to a Civil Rights Representative or Rights Representative, including one year equivalent to a Civil Rights Representative P11 or Rights Representative P11.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

As outlined under Civil Service class specification.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

None

*NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.*

*I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.*

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

**TO BE FILLED OUT BY APPOINTING AUTHORITY**

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

*I certify that the entries on these pages are accurate and complete.*

\_\_\_\_\_  
Appointing Authority

\_\_\_\_\_  
Date

*I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.*

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date