



## City of Kansas City, Missouri Job Class Specification

**Job Title:** CIVIL RIGHTS MANAGER

**Department:** MULTI

**Job Code:** 4113

**Status:** EXEMPT

**Grade:** EX-5

### Summary

This is responsible specialized and supervisory work directing a major division in the Civil Rights and Equal Opportunity (CREO) Department.

Work involves responsibility for program planning, direction of all operational aspects of the assigned programs, and staff supervision. Work includes analysis and evaluation of causes of individual or community tensions resulting in forms of discrimination and related complaints and implementation of corrective measures. Employees of this class are expected to exercise broad independent judgment and discretion in developing work methods and problem solutions in situations lacking precedents. Work is reviewed through conferences, reports submitted and observation of work completeness and effectiveness.

### Duties and Responsibilities

- Supervises assigned staff in the performance of all assigned duties and responsibilities.
- Analyzes and evaluates program data to determine problem areas and frequencies, and areas of greatest need.
- Establishes construction workforce, prevailing wage and economic development program work goals, work methods, procedures and creative problem solving techniques.
- Designs programs to develop and cement cooperation of individuals and organizations in promoting equality and understanding among people of various races, religious and ancestries.
- Assigns and investigates claims of housing, employment, handicapped and other civil rights discrimination and determines best solutions.
- Serves as speaker, panel participant and resource person to civic, church, community and city programs on human relations matters.
- Plans and presents educational programs in the field of workforce development, affirmative action, and the development of minority and women's businesses.
- Conducts training and orientation programs for department and City staff.
- Maintains complete and precise case records and prepares monthly, quarterly, and annual reports regarding performance tasks and measures.
- Oversee prevailing wage, construction workforce, economic development and federal wage compliance investigations.
- Interact with various community organizations, chambers, organized and non-organized labor associations and groups representing the local workforce and small business development initiatives.
- Performs related duties as required.

**Technical Skills** Thorough knowledge of:  
Sociology as related to community human relations problems, goals, programs and organizations.  
The Public Accommodations and Fair Housing Ordinances.  
Equal Employment Opportunity Laws including the Civil Rights Act of 1964 as amended in 1991.  
Americans with Disabilities Act (ADA) (1990 or later revisions.)  
Fair housing Laws including the Civil Rights Act of 1968 as amended in 1988.  
Executive Order No. 11246 as it relates to Affirmative Action.

Ability to:  
Understand legal and technical principles and apply them to varying set of complex issues fundamental human relationships with sensitivity for the feelings of the business community and aggrieved individuals and the capacity to reconcile their differences.  
Present information, both oral and written, in a clear, concise, and in an interesting manner to individuals, groups and the general public.  
Secure complete and accurate information through conference, depositions and written requests.  
Analyze data and factors that involve limited discretion that is based upon general practices and procedures that may not be covered by precedent.  
Work frequently with confidential data that are needed to carry out responsibilities that are sensitive as well as highly confidential.  
Write clear, complete, accurate and logical reports.  
Establish and maintain effective working relationships with municipal officials, other employees, business leaders and the general public.  
Plan, assign, and supervise the work of subordinates in a division.  
Research, analyze and compile technical information prior to making reports and recommendations based on findings in surveys and recommendations made.

**Education and Experience** Bachelor's degree and three (3) years of professional experience in the application of contract or code review and compliance; government programs analysis; human relations; civil rights; personnel administration, investigations or grievances; or equal employment claims and investigations which includes supervision or training of staff and stakeholders. (A Juris Doctrate may substitute for one year of experience.)

**Certificates/ Licenses/Special Requirements** Must pass a background check as prescribed by the City.

**Supervisory Responsibility** Supervision is exercised over a small technical and clerical staff.

**Supervision Received** Work is performed under the general supervision of the CREO Deputy or Director.

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

**Created** 7/87

**Revised** 6/02, 11/03, 9/06, 1/08,04/16, 8/2022, 08/2023 , 01/2024, 06/24