



City of Kansas City, Missouri Job Class Specification

Job Title: CIVIL RIGHTS SPECIALIST

Department: MULTI

Job Code: 4111

Status: NONEXEMPT

Grade: NE-7

Summary

This is responsible public contact work assisting in the coordination, promotion, and implementation of programs administered by the Civil Rights and Equal Opportunity (CREO) Department.

Work involves responsibilities for carrying out a public information program of promoting equality and understanding among all citizens, as well as to study, investigate, and mediate human relations problems which may result in individual or community tensions or discrimination. Work assignments or complaints to be investigated are assigned by a supervisor in general form indicating results desired. Work requires the application of personal initiative and independent judgment as well as affords considerable latitude for originality in methods used in situations for which there are few precedents or established guidelines to follow. Work is reviewed by the supervisor through conferences, study of reports, and general observation of the effectiveness with which assigned work is carried out.

Duties and Responsibilities

- Participates in programs administered by the CREO Department designed to promote betterment of human relations and assurance of equal opportunities for all persons regardless of race, color, religion, ancestry, or national origin, gender, disability or sexual orientation.
- Solicits the cooperation of individuals and organizations in promoting equality and understanding among people of various races, religions, or ancestries.
- Investigates complaints received concerning housing, employment, public accommodations and other civil rights discrimination; makes reports and recommendations for disposition of problems after using the techniques of education, conciliation, and persuasion to achieve mutually satisfactory solutions.
- May use conflict resolution techniques to mediate conflicts assigned by Municipal Court or through referrals.
- Serves as a speaker, panel participant, and resource person to civic, church, community, and city programs explaining the purpose of and encouraging participation in human rights and relations programs.
- Plans and presents educational programs to community, civic, professional, and other groups interested in better human relations among persons regardless of race, color, religion, ancestry, or national origin, gender, disability or sexual orientation.
- Plan and present educational programs to community, civic, professional and other groups interested in the field of alternative dispute resolutions, affirmative action and the development of minority and women's businesses.
- Performs related duties as required.

Technical Skills	<p>Considerable knowledge of:</p> <ul style="list-style-type: none"> Sociology as related to community human relations problems, goals, programs, and organizations. <p>Some knowledge of:</p> <ul style="list-style-type: none"> 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 and 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. Dispute resolution techniques such as mediation, conciliation or arbitration. <p>Ability to:</p> <ul style="list-style-type: none"> 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. Work with tactfully and effectively citizens and companies of widely divergent backgrounds and interests in attaining common human relations objectives. Establish and maintain effective working relationships with municipal officials, other employees, business leaders, and the general public.
Education and Experience	Bachelor's degree and one (1) year of professional experience in contract or code review and compliance; government programs analysis; human relations; civil rights; personnel administration, investigations or grievances; or equal employment claims and investigations. (A Juris Doctrate may substitute for the one year of experience).
Certificates/ Licenses/Special Requirements	Must pass a background check as prescribed by the City.
Supervisory Responsibility	None.
Supervision Received	Work is performed under general supervision.
	<p>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.</p>
Created	4/73
Revised	6/02, 11/03, 9/06, 1/08, 11/16, 8/2022, 10/22, 08/2023, 01/2024, 05/2024