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| JOB TITLE: | MANAGER OF EMPLOYEE RELATIONS & COMPLIANCE PROGRAMS | DIVISION: | DISTRICT – ADMINISTRATION & DEVELOPMENT |
| REPORTS TO: | DEPUTY GENERAL MANAGER – ADMINISTRATION & DEV'T | EEO CATEGORY: | 02 - PROFESSIONAL |
| FLSA: | EXEMPT | SAFETY-SENSITIVE: | NO |
| CLASSIFICATION: | NON-REPRESENTED | LOCATION: | SAN RAFAEL |

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Position Summary

Under the direction of the Deputy General Manager, Administration and Development, and working closely with the Human Resources Department, the Employee Relations and Diversity Programs Administrator performs professional work in the development, implementation, and administration of the District's Diversity Program, including compliance with federal and state regulations. Performs other related work as required and/or special projects as assigned.

Essential Responsibilities

- Develop and implement a variety of diversity education programs for staff using a variety of instructional techniques
- Develop communication and outreach programs in collaboration with the Human Resources Department to support diversity efforts
- Research and implement "best practices" in the area of diversity programs
- Serve as technical advisor and facilitator for the District's task force regarding diversity and compliance issues
- Oversees the District's program related to the employment practices for all divisions and compliance with federal Title VI and Title VII programs
- Interprets equal employment opportunity policies, procedures, and regulations
- Investigates, processes, and resolves EEO complaints and grievances filed by employees or applicants for employment
- Investigates, processes, and makes recommendations to resolve harassment grievances
- Develops and maintains detailed and professional records regarding compliance of equal employment opportunity programs, fair employment practices, prevailing wages, labor nondiscrimination, and federal minimum wage rates



- Consults with and advises the General Manager, Deputy General Managers, District Officers, supervisory personnel, employees and their representatives, and officials in the interpretation and application of federal, state and local laws, EEO policies and procedures; presents recommendations to the Board of Directors, the General Manager, and Deputy General Manager
- Communicates District-wide policies and procedures regarding issues related to harassment and discrimination to internal and external groups
- Conducts extensive investigations and management inquiries; directs the investigation of individual complaints, negotiates settlements, and recommends appropriate resolution of complaints
- Develops designs, coordinates, and delivers training programs for employees in EEO, American with Disabilities Act (ADA), workforce diversity, and other areas as applicable
- Prepares Requests for Proposals for training contracts
- Contributes to the development of supervisory and management training related to human resources management to include performance evaluations, employee relations, conflict resolution, discipline, grievance processing, and interviewing and selection
- Establishes liaison with compliance agencies, negotiates settlements with outside compliance agencies, and maintains communication with protected groups to develop mutual understanding of needs
- Researches, compiles, and prepares reports for compliance with federal, state, and District nondiscrimination, labor, and regulatory requirements
- Prepares internal reports for appropriate distribution on a monthly, quarterly, and annual basis
- Monitors legislative activity that impacts Diversity program issues; Analyzes related legislative bills and court decisions
- Compiles and analyzes data on hiring, promotions, transfers, and separations, and prepares employment reports required by law
- Helps develop recruitment materials that will support the District's EEO plans and policies
- Coordinates with Human Resources staff for recruitment outreach programs
- Ensures that employees under his/her supervision follow established safe work practices and obey all safety rules
- Regular and reliable attendance and performance are required

Required Knowledge, Skills and Abilities

Knowledge of:

- Effective management principles and techniques of business or public administration applicable to Human Resources, Diversity, and the EEO compliance programs
- Federal, state, and local regulatory requirements relative to EEO programs, policies, and procedures
- Principles and methods for training design, facilitation, and effectiveness

Ability to:

- Drive change, influence others, and get results
- Adhere to high ethical principles and serve as a role model demonstrating the District's values
- Maintain the highest degree of confidentiality



- Build and sustain constructive working relationships at all levels of the organization
- Work independently
- Plan, organize, and prioritize a large and diverse workload in a demanding work environment to meet critical deadlines
- Demonstrate leadership and team building skills
- Demonstrate conflict resolution and active listening skills
- Demonstrate critical thinking, problem solving, and analytical skills to form conclusions and make recommendations that hold up under scrutiny
- Demonstrate persuasion skills utilizing diplomacy, tact and professional demeanor at all times
- Demonstrate effective oral and written communication skills
- Demonstrate proficiency in using a personal computer and Windows-based applicable software (Word required, Excel, and PowerPoint)

Minimum Qualifications

Education and/or Experience:

- Bachelor's degree with major course work in business administration, organizational behavior, public administration, or a related field.
- A Master's degree in a related discipline will be substituted for one year of experience
- A minimum of four years' of increasingly responsible position-related human resources management experience in administration of diversity and EEO programs including the investigation of complaints in accordance with federal, state, and local regulatory requirements

Required License: Must possess and maintain a current, valid California driver's license and satisfactory driving record. Incumbent is required to operate District vehicles on a regular basis.

Physical Requirement:

Most work is conducted in an office environment although field investigation work will be required as needed. Requires ability to use personal computers for varying periods of time. Some lifting may be required, generally up to ten pounds. Records management may involve stooping, bending, and reaching motions.