

CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

CLASSIFICATION

TITLE: Human Relations Specialist

CLASS CODE: 6131

GENERAL DESCRIPTION OF DUTIES:

Incumbents in this classification receive complaints of alleged discrimination, investigate those complaints and recommend corrective action in accordance with city, state and federal civil rights legislation.

DISTINGUISHING CHARACTERISTICS:

This is an entry-level professional classification in the Social Services Series – Human Relations Group job family within the City of St. Louis. Incumbents within this position perform complex duties with a variety of related tasks. The distinguishing characteristics of this classification within the series include interviewing witnesses and charging parties to determine validity of claims.

Incumbents work under general supervision. While workers require some supervision in most assignments, they are free to develop their own work sequences within established procedures, methods and policies. They are generally subject to periodic supervisory checks.

This is an individual contributor class, meaning the incumbent is responsible for his/her own work including output, quality and timeliness. Incumbents may, however, explain work processes and train others, such as new employees, in the same or similar job title. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team.

EXAMPLES OF WORK (Illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Prepares investigator's memorandum.

Handles walk-in and telephone complaints.

Drafts charges and complaints of discrimination.

Interviews witnesses and charging parties to determine validity of discrimination complaints.

Collects and reviews statements and documents for investigations.

Prepares subpoenas as needed.

Drafts investigative plans, settlement agreements and all correspondence related to investigation.

Documents housing calls and all other contacts.

Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Data Utilization:

Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

Human Interaction:

Requires the ability to provide guidance, assistance and/or interpretation to others, such as charging parties, witnesses and the public, on how to apply policies, procedures and standards to specific situations.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as personal computer, fax machine, word processing software and/or office materials used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a variety of advisory data and information such as attendance records, job applications, personnel files, investigator's report, EEOC manuals, contractual agreements such as labor and union, state statutes and other non-routine correspondence.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages, and decimals; may require the ability to interpret descriptive statistics.

Functional Reasoning:

Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objective.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental and/or subjective criteria, as opposed to criteria that are clearly measurable or verifiable.

Environmental Factors:

Work is normally performed in an office environment under generally safe and comfortable conditions where exposure to irate individuals poses a very limited risk of injury.

Physical Requirements:

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighing five (5) to ten (10) pounds, such as office supplies.

Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements:

Requires the ability to recognize and identify similarities or differences between characteristics of sounds associated with job-related tasks, such as interviewing witnesses.

EDUCATION AND EXPERIENCE STATEMENT:

Bachelor's degree in Education, Social or Behavioral Science, Human Resources Management, Business or Public Administration or a related field; and one (1) year of professional investigative experience; or an equivalent combination of education, training and experience.

The City of St. Louis is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.