

Iowa Department of Administrative Services – Human Resources Enterprise  
Job Classification Description

## Civil Rights Specialist

---

---

### Definition

Investigates complaints of discrimination in employment, public accommodation, housing, credit and education and prepares written reports of investigation including analysis of collected evidence and applicable state and federal law; performs related work as required.

*The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.*

### Work Examples

Reviews complaints filed with the Iowa Civil Rights Commission pursuant to state and federal law; identifies specific basis for complaints; reviews records; analyzes and reviews evidence received from parties; identifies, obtains, and analyzes comparative evidence.

Investigates complaints of discrimination; interviews complainants, respondents, and witnesses; collects and analyzes relevant documents.

Gathers facts through fact-finding interviews, subpoenas, and analysis of records to document and verify the accuracy and authenticity of evidence for use in administrative hearings.

Applies applicable statutes and legal standards to determine if there is probable cause to believe discrimination occurred.

Provides an efficient and effective written synopsis of complainant's allegations, respondent's evidence, and application of legal standards to same.

Provides thorough, well-reasoned, and clear written evaluations of law and evidence.

Enters data and completes reports in a database.

Provides training to the general public.

Facilitates alternative dispute resolution between parties.

Investigates complaints of discrimination in public accommodation, housing, employment, and credit.

### Competencies Required

Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- English Language – Structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Personnel and Human Resources – Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- Sociology and Anthropology – Group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.

**Abilities:**

- Written Comprehension – Read and understand information and ideas presented in writing.
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

**Skills:**

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Negotiation – Bringing others together and trying to reconcile differences.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

**Minimum Qualification Requirements**

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited four-year college or university with a degree in law enforcement, English, history, political science, or business administration, and experience equal to one year of full-time work as an investigator requiring knowledge in civil rights laws or criminal investigation, including drafting investigative reports which involve application of relevant statutes.
- 2) Graduation from an accredited school of law.
- 3) Graduation from an accredited four-year college or university with a degree in any field, and experience equal to two years of full-time work as an investigator requiring knowledge in civil rights laws or criminal investigation, including drafting investigative reports which involve application of relevant statutes.

**Notes**

Must be free to travel occasionally and work varied hours. Employees must arrange transportation to and from assigned work areas.

*Effective date: 01/19 KJ*