

RIVERSIDE COMMUNITY COLLEGE DISTRICT
CIVIL RIGHTS COORDINATOR

BASIC FUNCTION

Under the direction of the District Compliance Officer and Title IX Coordinator, is responsible for the Office for Civil Rights and Equal Opportunity (CREO) data and records management, including creating and maintaining confidential case records and creating and updating CREO's data set related to complaints alleging civil rights violations, gender equality, sexual harassment, equal employment opportunity (EEO), and accessibility for individuals with disabilities; and serves as the first point of contact for individuals reporting unlawful discrimination or harassment or those seeking reasonable accommodation for employment.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the assigned Human Resources administrator. May provide lead direction to HR professionals, temporary staff, and/or student/workers.

CLASS CHARACTERISTICS

This classification is responsible for independently providing coordinative and specialized support within Human Resources & Employee Relations (HRER). Incumbents work on highly complex and sensitive investigations requiring the exercise of discretion and independent judgment.

REPRESENTATIVE DUTIES:

1. Utilizes case management database(s) to organize, manage and track all complaints, reports and requests received by IEDC and all associated data.
2. Receives incoming reports, complaints and requests and ensures accuracy and consistency of all related information into case management database and into other tracking systems.
3. Serves as the first point of contact for reporting parties, complainants, and requesters. Develop and maintain communication templates.
4. Participates in implementing follow-up reports, complaints, and requests. Screen initial reports, complaints and requests and follow up as needed to gather preliminary information. Make referrals to other District and College departments where appropriate.
5. Monitors the progress of investigations in relation to prescribed timelines and ensures extension notifications are filed with identified Parties and external entities, as needed.
6. Assists with creating systems to ensure timely case processing.
7. Participates and provides input in the collective bargaining process as it relates to the duties of EEO and Title IX compliance.
8. Assists in the facilitation of the District's good faith interactive process to determine reasonable accommodations; collaborates with appropriate personnel to coordinate employee return to work processes; coordinates with departments to ensure reasonable accommodation plans are implemented and followed.
9. Assists in the coordination and facilitation of pregnancy and nursing accommodations for students and employees according with applicable federal and state regulations.
10. Maintains the confidentiality of all reports, complaints, requests, and records in accordance with applicable federal and state laws and District policies and procedures.

11. Generates data and reports using case management or other database; performs data integrity checks to ensure the accuracy of electronic records.
12. Assists in preparing various descriptive and evaluative reports, correspondence, and communications, including workforce and applicant pool analyses, for EEO and diversity monitoring and reporting purposes.
13. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge Of:

1. Employment and civil rights laws.
2. Employment policies, procedures, and practices applicable to higher education.
3. General rules, administrative policies, procedures and federal and state laws and regulations pertaining to harassment (including sexual harassment), discrimination, gender equity, and accessibility including but not limited to: EEO, Title VII, Title 5, FEHA, ADA, Title IX, VAWA, Clery Act, PUMP, PWFA.
4. Collective bargaining practices in higher education.
5. Intake procedures, fact-finding and investigative methods and procedures, including but not limited to trauma-informed interviewing techniques.
6. Principles of and techniques used to promote human and inter-group relations.
7. Research, analytical, and statistical methods used in assigned area.
8. Characteristics and organizational culture of staff, management, and faculty job classifications used in higher education.
9. Organization and management of complex and sensitive records.

Ability To:

1. Maintain a high level of integrity, discretion, and confidentiality.
2. Analyze and streamline existing processes and create new and expedient processes as needed.
3. Interpret and apply multiple, complex laws, statutes, and regulations.
4. Communicate information clearly and succinctly in written and verbal formats.
5. Demonstrate strong analytical and problem-solving skills.
6. Demonstrate strong professional judgment, decision-making skills, and high ethical standards.
7. Demonstrate strong interpersonal skills, including a demonstrated ability to respond appropriately and sensitively to people in crisis or emergency situations.
8. Effectively manage multiple projects and competing priorities.
9. Demonstrate a proficient level of computer skills, including the use of databases, word processing, spreadsheets, and presentation applications.
10. Manage multiple competing priorities with strong follow-through skills and record for timely responses.
11. Foster an environment that promotes teamwork and teambuilding.
12. Develop innovative, workable solutions to complex and sensitive problems.
13. Travel to various locations to conduct investigations and training.
14. Compile data and analyze situations; translate findings into clear, concise reports and recommendations.
15. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
16. Be thoughtful, proactive, and pay attention to details,
17. Demonstrate a commitment to valuing equal opportunity, diversity, equity, inclusion, and accessible work and learning environments.

Education and Experience: a bachelor's degree from an accredited college or university in business, educational, or public administration, human resources management, social work, or a related field

and three years of related job experience in processing complaints, appeals, and grievances related to equal employment opportunity, affirmative action, Title IX or other civil rights compliance, or related areas.

A master's degree in the educational areas above may substitute for two years of the required experience.

Licenses and Certifications:

A valid driver's license and proof of insurability may be required to drive a District or personal vehicle.

OTHER: Candidate must demonstrate clear evidence of a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students and employees.

CONTACTS: District students, employees, legal representatives, members of other/outside agencies and the general public.

PHYSICAL DEMANDS

Must possess the mobility to work in a standard office setting and use standard office equipment, including computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

The functions of this classification must be performed by the incumbent with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. In the course of performing their duties, the incumbent may be required to travel and may interact with individuals in a heightened state of emotional distress and discuss topics of a highly sensitive nature related to allegations of discrimination, harassment, and sexual misconduct.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodation to employees with disabilities. For more information, contact (951) 222-8039.