

STAFF ASSISTANT (HUMAN RIGHTS COMMISSION) (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position, located in the Human Rights Commission, is responsible for assisting program staff in performing independent and confidential investigations, case management, and mediation activities, as well as in preparing for and resolving claims regarding human rights violations in areas such as race, color, religion, creed, age, national origin, citizenship, gender, sexual orientation, employment, and housing. Work involves assisting program staff by assisting in conducting investigations and fact-finding activities, and in performing administrative support tasks for the department such as financial record keeping, purchasing, case and document archiving, and statistical reporting. The duties of this position require independent judgment and oral and written proficiency in both the English and Spanish language as responsibilities also include maintaining extensive liaison with other County departments and the public, who oftentimes need translation assistance. While supervision is not a responsibility of this class, guidance and leadership may be provided to subordinate support staff, as needed. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Maintains liaison with County departments and the public by communicating orally and in writing in both the English and Spanish languages;

Conducts intake sessions with individuals who want to file a claim with the Commission by gathering pertinent information to determine if the Commission has jurisdiction over the matter and if the claim is viable; makes recommendations to supervisors;

Assists in conducting investigations by attaining elemental case information from involved parties, following up with a claimant(s) to gather and/or verify information, and by performing research and fact-finding tasks, as assigned; represents superiors in attaining information needed for claims and to provide information, as needed;

Maintains and archives departmental files and records, as well as alleged complaint files, collected information and recommended decisions; ensures that access to case information is readily available;

Assists in the analysis and evaluation of information in terms of human rights rules, regulations and operating procedures by performing research and keeping abreast of changes and trends in the field of Human Rights in order to provide input and assistance in case building;

Prepares general correspondence and responds to questions over the telephone and email in response to questions from claimants and the public regarding agency procedures, options, obligations, and the possible results of complaints filed;

Assists in the preparation of reports by performing research and by tabulating statistical and demographic data;

Notifies respondents of complaint(s) and provides materials related to agency settlement and investigation procedures;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Provides statistical and programmatic data and maintains records of operating expenses and revenues to assist in budget forecasting and preparation;

Assists in the preparation and review of financial and state reports, and other documents as required by federal and state regulations;

May assist in monitoring contracts to ensure accurate and timely payment;

Performs internal administrative tasks such as receiving visitors to the office to ascertain the nature of their visit; processing personnel and payroll records; maintaining records and claimant files, and ordering office supplies;

May act as liaison between department and the Department of Information Technology to ensure proper installation and utilization of automated equipment;

Assists in the preparation and presentation of cases before administrative law judges and other legal proceedings;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Attends meetings and conferences as assigned;

May perform other incidental tasks, as needed;

FULL PERFORMANCE SKILLS, ABILITIES AND ATTRIBUTES: Knowledge of investigative practices, methods and techniques; knowledge of the goals and objectives of the Human Rights Commission; knowledge of civil rights laws and regulations; knowledge of human rights issues; skill in interviewing; skill in the use automated information systems including word processing, email, Excel spreadsheets, calendar, etc.; ability to gather and analyze data; ability to assist in planning and carrying out an investigation; ability to plan and present ideas clearly and effectively; ability to establish and maintain effective working relationships; ability to meet and deal with a wide variety of people effectively and to secure their cooperation; ability to read, speak and listen to the Spanish language at a level sufficient to pass a Spanish language proficiency test; ability to communicate effectively in English, both orally and, in writing; ability to read, write, speak, understand and communicate sufficiently in English to perform the essential functions of the position; initiative; tact; good judgment; discretion; thoroughness; integrity; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Satisfactory completion of 60 credits* and three (3) years of administrative or staff experience** which involved community or labor relations, compliance or enforcement functions, or assessing information and making a determination on case/client status based on established standards and guidelines.

SUBSTITUTION: Satisfactory completion of 30 credits* may be substituted on a year for year basis for up to two (2) years of the required experience.

NOTE: Experience obtained as an intern in public or institutional administration may be substituted for an equal amount of the required experience.

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in the State of New York and maintain same while in title.

**DEFINITION: Staff or administrative support experience is defined as providing support or back-up functions to higher level administrators in areas such as: office management; participation in budget preparation and monitoring; payroll and personnel-type functions; involvement in the development and/or review of department-wide practices and procedures; evaluating departmental operations; participation in planning; financial recordkeeping, accounting or management activities; purchasing; public relations, community relations, public information activities; and other similar functions. "Line" functions involved in the delivery of services or in the day to day operations of a department would not be qualifying experience.