



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
NERC CHIEF INVESTIGATOR/OUTREACH SPECIALIST	35	B	11.352

Under general direction of the Administrator, Nevada Equal Rights Commission (NERC), this position is primarily responsible for investigating and providing outreach regarding complaints of discrimination within Nevada educational institutions with emphasis on cyber-bullying, bullying and enforcement of statutory principles of equal enjoyment in schools for individuals in protected classes; performs investigative and administrative activities on a statewide basis regarding violations of State and/or federal law or regulations; develops, coordinates and presents training; and forges positive working relationships with school district officials and the Nevada Department of Education to coordinate outreach.

While the primary focus of this position is conducting investigations, training and outreach as outlined above, it is expected to be able to perform these duties in all areas for which NERC is responsible. The investigative process is initiated following a formal complaint or suspected violation utilizing standard investigative techniques. The incumbent is not a sworn peace officer. Enforcement actions are limited to the specific program or regulatory area and involve informal resolution and/or recommendations for administrative sanctions or penalties which are imposed by a higher authority.

Participate in developing, reviewing, coordinating, and scheduling training programs; provide and conduct training to governmental entities, employers, public and private institutions, community groups, interested stakeholders and the general public to ensure compliance, understanding and awareness of agency services, rules and regulations; understand, develop and utilize multi-media in instructional delivery; develop, review, and revise informational brochures, pamphlets and other training materials.

Participate in developing, coordinating, monitoring and conducting community outreach efforts; participate in community groups and professional organizations; foster positive working relationships with federal, State, county, and local agencies, public and private institutions, community groups, the general public and interested stakeholders; create awareness of resources available; encourage activities to share information and solve problems of interest.

Participate in developing, reviewing, revising and implementing policies and procedures; research, develop, review and implement best practices.

May supervise professional, investigative, technical or administrative staff to include performance evaluations, work performance standards, scheduling, work assignment and review, training and discipline.

Receive informal and formal complaints by phone or in writing and make determinations regarding possible program violations and jurisdiction under a specified program area; gather and analyze background information and facts pertaining to the case.

Conduct interviews with complainants, witnesses, employers, State and local governmental agencies and other sources to obtain information regarding violations or noncompliance; develop leads and facts pertaining to the case to substantiate violation.

Prepare required forms and/or notices and send to appropriate parties regarding complaint and alleged violations; review responses and discuss with complainant and respondent. Gather evidence such as records, reports, bank statements, bills, check stubs, sales receipts, transaction verifications, personnel files and historical data pertaining

to the initial violation to develop trends or patterns to support the complaint; conduct surveillance activities and serve subpoenas to obtain evidence and expedite the case as required.

Develop case files and maintain case logs and reports; file evidence along with chronological documentation regarding investigative steps taken and all contact made with complainant, respondent, witnesses and other sources; utilize information to develop final case report for further litigation as appropriate.

Coordinate possible resolution of complaint on an informal basis by conducting meetings and discussions with contending parties, addressing evidence gathered and steps to regain compliance and/or resolution of complaint; negotiate and stipulate final agreements in writing; monitor case to ensure adherence to agreements.

Prepare investigative reports encompassing all facts pertaining to the case; outline suspected violations, statements of facts, documentation of evidence, violations committed, statements obtained and findings and conclusions, for review by a higher authority for sanctions and/or criminal prosecution; appear before the governing body or in a court of law to provide testimony as required.

Maintain logs and statistical reports regarding status of on-going cases, final disposition, and field work performed, complaints received, and penalties imposed.

May conduct investigations of business activities on an as needed basis to ensure compliance with program rules and regulations and stipulated agreements.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in criminal justice, police science, psychology, social work, human resource management, or other discipline related to the program area and three years of investigative and/or program-related experience where standard investigative techniques were utilized to make program compliance determinations, enforce State and federal laws, and prepare detailed reports for the purpose of justifying administrative sanctions, penalties or criminal prosecution. This experience must include the following: investigating discrimination issues related to Title VII, EEO or similar areas of discrimination law; working with a juvenile population; and creating and implementing training or outreach programs. Work experience may be obtained in law enforcement, investigative, regulatory, program related or comparable setting; **OR** graduation from high school or equivalent education and five years of investigative or program related experience as outlined above; **OR** four years of experience as a Compliance Investigator II in Nevada State service in the applicable program area.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: federal laws pertaining to Title VII, Civil Rights Act of 1964 as amended, Equal Pay Act, Age Discrimination in Employment Act, Americans with Disabilities Act as amended, Sections 102 & 103 of the Civil Rights Act of 1973, Genetic Information Non-Discrimination Act and any other laws that pertain to anti-discrimination in housing and places of public accommodation; EEOC guidelines and/or directives, precedent decisions and related theories of employment discrimination law; the methods and practices of effective investigations and what constitutes legal evidence. **General knowledge of:** principles and practices of training; principles and practices involved in interviewing juvenile and/or vulnerable populations. **Ability to:** oversee investigative activities on a statewide basis; negotiate and formulate complaint resolutions; effectively explain methods and requirements for compliance with agency policy; assist in the development of agency goals, objectives, operating policy and procedure; conduct the most complex investigations which are of a sensitive or high profile nature; establish and maintain effective working relationships with other State, federal, local, community organizations and interested stakeholders; effectively implement a targeted training/outreach program; train and/or perform outreach to individuals of differing education and socio-economic backgrounds; write concise, logical, grammatically correct reports; interpret and implement statutes related to the program area.

MINIMUM QUALIFICATIONS (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Detailed knowledge of: Nevada Equal Rights Commission policies, procedures, rules and regulations and federal laws that pertain to the program area. **Ability to:** supervise and evaluate the performance of assigned staff; maintain cooperative working relationships with law enforcement agencies, government officials, the judicial system and the general public; communicate program goals, policy and procedures to staff, government officials, law enforcement agencies, the judicial system and the general public.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this series.

11.352

ESTABLISHED: 10/1/15R
10/16/15UC