

JOB DESCRIPTIONS

DEPARTMENT OF WORKFORCE SERVICES

JOB DESCRIPTION

Date:

1. Job Title: Equal Opportunity Manager	2. Position No.
3. Name of Incumbent and Classification (If Different from Job Title): Gloria D. Johnson	
4. Office or Section: Equal Opportunity Office	5. Unit:
6. Reports to (Title): Director	
7. Job Summary – Complete statement of the job in the <u>briefest</u> terms. If possible, restrict to one sentence. The job summary should answer WHY this job is performed. The Department of Workforce Services Equal Opportunity Manager is responsible for evaluating and monitoring service practices of agency programs. This position is governed by state and federal laws and agency policy.	
8. INSTRUCTIONS: List below the major responsibilities or duties of this job. Restrict listing to the least number of items possible which will effectively describe WHAT IS DONE ON THIS JOB . Do not include HOW the job is done. Write concisely and directly, use short sentences and omit unnecessary information. Each sentence should begin with a functional verb, use present tense, be specific and avoid vague references. <p>Develops and coordinates state-wide agency guidelines to ensure compliance of programs with Titles VI and VII of the Civil Rights Act requiring non-discriminatory service standards.</p> <p>Monitors and evaluates agency's program operations by analyzing hiring and promotion records and by conducting on-site reviews of departmental cost centers and service delivery areas.</p> <p>Evaluates the staffing pattern and personnel actions (DWS-ARK-803's) of ES and UI staff in the Agency as these are related to the employment and promotion of the protected classes.</p> <p>Develops and implements training programs and workshops to ensure non-discriminatory procedures for personnel involved in direct services to clients.</p> <p>Provides technical information and advice to departmental personnel in all matters pertaining to Equal Employment Opportunity and Affirmative Action programs.</p> <p>Serves as focal point for all EO activities regarding service to all citizens of Arkansas including WIA, pursuant to 29 CFR Part 37 (complaints alleging discrimination) and investigate/review/process complaints alleging discrimination for participants, ES applicants, UI claimants and Agency employees via writing findings, (determination) position papers, and participation in fact finding hearing and maintains records for future reference.</p>	

Investigates statewide discrimination complaints by job or training applicants, writes determinations, and maintains records for future reference.

Represents the department on committees and community affairs organizations and informs agency Administrator of section activities.

Manage cost center resources.

Directs the work of a small professional and administrative support staff by interviewing applicants, making hire or termination decisions, assigning and reviewing work, training, and evaluating the performance of incumbents.

Under the direction of the Director, is responsible for coordinating, developing, organizing, and providing technical assistance and monitoring the overall operations of the State's Method of Administration (MOA).

Is the agency liaison to the Civil Rights Center (CRC) in Washington, D.C.

Coordinate agency grievance process.

Performs other duties as assigned.

JOB DESCRIPTION

Position Title: Equal Opportuntiy Officer (Central Arkansas SDA)

Department: Directors Office

The Equal Opportunity Officer for Central Arkansas Planning and Development District, Inc. (**CAPDD**) shall report to the Agency's Executive Director on equal opportunity/nondiscrimination matters.

Ms. Tina Roush assigned the following responsibilities:

1. Serve as the focal point for all EO activity within the Service Delivery Area's (SDA) jurisdiction;
2. Develop a system of policy communication and training to ensure that staff are aware of and can carry out their EO responsibilities. Drafting all EO directives for implementation by CAPDD staff;
3. Implementing a system for the continual review of policies and practices which affect the equitable delivery of services among substantial segments of the eligible population; reporting variances and developing corrective action plans for the management staff;
4. Promoting the elimination of discriminatory practices through programs designed to familiarize employees, employers and recipients with EO requirements and principles of equal opportunity and nondiscrimination;
5. Periodically reviewing and evaluating operations for conformity to established service policies to applicants, participants and employers (if applicable);
6. Providing guidance to management staff on all matters pertaining to equal opportunity. This includes ensuring that EO responsibilities are highlighted in all areas of administration with with the SDA;
7. Preparing annual compliance reports and revisions as necessary;

8. Publish procedures for the prompt investigation of complaints of discrimination as well as to provide for the prompt and equitable resolution of those complaints;
9. Reviewing all contracts, plans and agreements to ensure the inclusion of all required EO provisions and nondiscrimination assurances;
10. Insuring the collection and maintenance of records consistent with the requirements of 29 CFR 34.31 to determine compliance with nondiscrimination/equal opportunity provisions;
11. Monitoring the delivery of all programs and activities administered by CAPDD to insure that they are administered in the most appropriate manner to qualified individuals with disabilities;
12. Ensure that communications with individuals with disabilities are as effective as communications with others;
13. Establishing procedures for obtaining prompt corrective action, negotiate voluntary compliance, or, as appropriate, applying sanctions with noncompliance is found;
14. Approximately 50% of the Equal opportunity Officer's time will be spent on equal opportunity/nondiscrimination matters.



SERCO of Arkansas

JOB DESCRIPTION

Lori Malone Position Title: Equal Employment Opportunity Officer Reports To: Program Manager	Effective Date: 07/01/2005	Revised:
	Exempt	EEO Category: Professional

Vice President Approval: _____	Date: _____
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SUMMARY: Under the general direction of the Program Manager and/or Regional Director, investigates allegations of discrimination or workplace harassment, develops, and manages the centers Affirmative Action Plan within the laws of the state of Arkansas and the Federal government; advises and assists departmental personnel in equal opportunity, nondiscrimination, and affirmative action matters; performs other duties as required.

DUTIES AND RESPONSIBILITIES:

1. Reviews and investigates inquiries and formal complaints of unlawful discrimination from applicants and employees; responds to complaints from enforcement agencies; acts as a mediator in the attempt to resolve alleged violations of Federal, State, and County policy and laws; and assists line and staff management in identifying, resolving, and preventing equal employment opportunity/affirmative action problems.
2. Develops and recommends policies and procedures to implement the equal employment opportunity/affirmative action program; assists departments in developing, implementing, and evaluating the equal employment opportunity/affirmative action program and their departmental equal employment opportunity programs and affirmative action plans; develops goals and timetables; designs and implements reporting systems to measure the effectiveness of the center's progress; determines the degree to which the center's goals and other equal opportunity objectives have been attained; prepares periodic reports on the program.
3. Interprets equal employment opportunity requirements of Federal and State agencies; evaluates these requirements in relation to specific departments and/or programs; recommends corrective or remedial action as needed.
4. Informs center departments and management of developments in the area of equal employment opportunity and affirmative action; disseminates affirmative action and equal employment opportunity policies to community action groups, recruitment

5. sources, and educational institutions; develops and conducts training regarding equal opportunity and sexual harassment for managers, and employees; promotes a favorable climate for an effective equal employment opportunity program.
6. Serves as liaison between the center, enforcement agencies, and community groups; acts as staff to such Board-appointed commissions as the Affirmative Action Commission, the Human Relations Commission, and the Commission for Women.
7. Develops, and monitors program budget; conducts management audits; performs other administrative duties as required.

DESIRED KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of: Federal laws and requirements pertaining to affirmative action/equal employment opportunity; current AA and EEO related issues, developments, and trends; principles and practices of personnel administration; socio-economic problems, multi-cultural issues, cultural differences, and language barriers associated with minorities, women, and other protected groups; principles and practices guiding investigations of alleged workplace harassment or discrimination.
2. Ability to learn and apply Arkansas laws pertaining to affirmative action/equal employment opportunity; investigate and document complaints alleging discrimination and workplace harassment; speak and write clearly and concisely and at the level of the receiver; effectively collect, interpret, and summarize data and legal requirements; identify, research, analyze, and solve problems using statistical techniques and common research methods; develop a variety of alternatives and make appropriate decisions; identify ramifications of decisions, anticipate problems, and take proactive action; elicit information and effectively listen; guide and motivate individuals to achieve results; influence others; effectively work with managers, employees, applicants, community representatives, and enforcement agency representatives in a positive manner; tactfully and effectively handle confrontational situations; maintain an open and approachable manner; maintain objectivity and confidentiality.
3. Experience working with a Board of Supervisors or similar legislative body, community action groups, and appointed commissions.
4. An understanding of the principles and practices of personnel administration within civil service guidelines as well as of relevant political developments and barriers faced by protected groups in the workplace; Thorough knowledge of federal and state laws pertaining to EEO/AA and disability discrimination issues and experience investigating discrimination complaints and managing institutional responses to them.
5. Legal or paralegal training, education, and experience to understand legislation, interpret laws, and aid in the investigation of alleged violations of laws applicable to discrimination and workplace harassment.

MINIMUM REQUIREMENTS:

1. Three years of professional personnel or management experience involving significant responsibilities in affirmative action and equal employment opportunity programs that included investigating complaints of discrimination or workplace harassment; or,
2. A combination of training, education, and experience that is equivalent to the employment standard listed above and that provides the required knowledge and abilities.

SPECIAL REQUIREMENTS:

1. Must possess and provide a valid Arkansas Driver's License and Automobile Liability Insurance as required by the State of Arkansas.
2. Must have access to reliable transportation in order to travel within service area.

Equal Employment Opportunity Employer

Bobbie Jo Haley
EO Job Description

Knowledge, Ability and Skills Required – A comprehensive knowledge of internal administration labor laws, contract negotiations and procurement procedures as they relate to the WIA program operations. Knowledgeable of WIA law, policies and procedures to provide assistance as needed in program objectives. Good people skills to develop relationships with WIA staff, Workforce Investment Board members, Chief Elected Officials and other state and local groups and agencies.

NORTHWEST ARKANSAS CERTIFIED DEVELOPMENT COMPANY

Position description

EQUAL OPPORTUNITY OFFICER

The Equal Opportunity Officer, working under the supervision of the Executive Director, will adhere to the local-level duties and responsibilities as described in the Equal Opportunities Methods of Administration with the understanding they may be nominated to serve as the One-Stop EO Officer and be responsible for providing training to partners agencies. The EO Officer is required to read and understand the American's With Disabilities Act and also be familiar with regulations as well as check facilities for adherence to these regulations.

EQUAL OPPORTUNITY OFFICER

Local-level duties and responsibilities (as described in the Equal Opportunities Methods of Administration)

1. Serve as the recipient's liaison with Civil Rights Coordinator (CRC) and the WIA EO Officer. (State level positions)
2. Monitor and investigate the activities of the recipient and the activities of the entities that receive WIA Title I funds from the recipients, to ensure that the recipients and its sub-recipients are not violating their nondiscrimination and equal opportunity obligations;
3. Review the recipient's written policies to assure that those policies are non-discriminating;
4. Coordinate the recipient's compliance activities under WIA Section 188 and 20 CFR Part 37;
5. Assist complainants in completing complaint forms;
6. Be responsible for accepting discrimination complaints, and forwarding such complaints to the WIA EO Officer; and
7. Complete, at the recipient's expense, training to maintain competency when such training is required by CRC or the Workforce Investment Board;
8. Serve as liaison to the WIA EO Officer in all matters concerning the state EO Methods of Administration;
9. Provide EO training to the local WIB and to the staff of any contractor or subcontractor;
10. Develop, maintain and implement the local WIB Methods of Administration on nondiscrimination and equal opportunity;
11. Revise any job description to reflect the requirements for nondiscrimination and equal opportunity;
12. Handle any non-criminal grievance or complaint; and
13. Serve as a focal point for activity with WIB jurisdiction such as outreach to broaden the composition of applicant, registrant and participant pools. (Ensures WIA program provides outreach to potential WIA applicants including those covered by non-discriminatory policies);
14. Serve as designated American with Disabilities Act Coordinator.

Knowledge, Skills, and Abilities

1. Knowledge in:
 - a. Employment Training Programs
 - b. Employment Training (Workforce Investment Act) laws, regulations and policies.
 - c. Northwest Arkansas Certified Development Company policies and procedures.

2. Skills in:
 - a. Communications
 - b. Organization
 - c. Negotiation
 - d. Planning
 - e. Public Speaking
 - f. Microsoft Office

3. Abilities in:
 - a. Working with the business community
 - b. Planning and implementing policies and procedures.
 - c. Creativity
 - d. Self starter takes initiative with projects
 - e. Handle multiple tasks at a time

Minimal Education Requirements:

A degree in Business, Social Science, or other related majors and/or a minimum of three years experience in workforce programs.

Special Requirements:

Required overnight stays out of town to carry out job functions. May require employee to provide own transportation means per program's reimbursement policy.

EMPLOYEE ACCEPTANCE:

I certify that I have read this position description. I understand and accept the listed duties and responsibilities of this document.

Employee Signature

Date

Shawnaa Flanigan
EO OFFICER RESPONSIBILITIES

The EO Officer shall:

1. Serve as the recipient's liaison with CRC and the WIA EO Officer;
2. Monitor and investigate the recipient's WIA Title I funded subrecipients to ensure that the recipient and its subrecipients are not violating nondiscrimination and equal opportunity provisions of WIA Section 188.29 CFR Part 37, and the state MOA;
3. Review the recipient's written policies to assure that those policies are nondiscriminating;
4. Coordinate the recipient's compliance activities under WIA Section 188 and 20 CFR Part 37;
5. Assist complainants in completing forms;
6. Be responsible for accepting discrimination complaints, and forwarding such complaints to the WIA EO Officer; and
7. Complete, at the recipient's expense, training to maintain competency when such training is required by CRC or the Workforce Investment Board;
8. Serve as liaison to the WIA EO Officer in all matters concerning the state EO Methods of Administration;
9. Provide EO training to the local WIB and to the staff of any contractor or subcontractor;
10. Develop, maintain and implement the local WIB Methods of Administration on nondiscrimination and equal opportunity;
11. Revise any job description to reflect the requirements for nondiscrimination and equal opportunity;
12. Handle any non-criminal grievance or complaint; and
13. Serve as a focal point for activity with WIB jurisdiction such as outreach to broaden the composition of applicant, registrant and participant pools;
14. Serve as designated American with Disabilities Act Coordinator.

JOB DESCRIPTION

For Laura Robertson

CASE MANAGER EQUAL OPPORTUNITY OFFICER

Functions under the direct supervision of the WIA Executive Director, and is responsible for the implementation of the operational phases of WIA programs including intake, certification, job development, counseling, placement in training, job placement, worksite servicing, follow-up, and preparation of documentation for record and reporting purposes.

In accordance with the Department of Labor's regulations 29 CFR 37, WCACDCS's Equal Opportunity Officer is designated as the official responsible for ensuring that all programs administered by the District are carried out in a non-discriminatory manner. Such duties include serving as the District's liaison with the Governor's Administrative Entity and the Civil Rights Center, and overseeing the development and implementation of the Methods of Administration pursuant to 29 CFR 37. In carrying out these responsibilities, the Equal Opportunity Officer reports directly to the Executive Director on equal opportunity/non-discrimination matters.

JOB TASKS

1. Responsible for client intake and certification and orientation of customers to the services available. Make immediate referrals to other agencies if appropriate.
2. Collect data to determine WIA eligibility. Perform necessary tasks associated with MIS data collection, including the accurate completion of all forms, tests and required documentation.
3. Provide participant counseling on a variety of topics, including life skills, pre-employment competencies, job retention, and individualized career and personal counseling as the need arises. Facilitate assessment and formulation of training goals to include selection of appropriate curricula. Develop and individualized service strategy.
4. Perform job development and placement activities, including development of OJT contracts in assigned areas. Develop worksites, including preparation of training curricula, worksite agreements, supervisor orientation and participant assignment.
5. Perform case management to amend service strategies as required. Collect data on customer satisfaction and maintain a close relationship with each customer until all services are delivered and the customer is employed.
6. Make customer contacts in compliance with the Department of Labor model for the WIA follow-up system, complete required records and submit required reports.
7. Act as West Central's liaison with appropriate local agencies to meet the needs of participants.
8. Serve as the focal point for all Equal Opportunity activity with WCACDCS's jurisdiction. Provide guidance to staff on all matters pertaining to equal

opportunity. Ensure that EO responsibilities are highlighted in all areas of administration within the District. Collect and maintain records to determine compliance. Prepare annual compliance reports.

9. Develop a system of policy communication and training to ensure that staff are aware of EEO regulations. Draft EO directives for implementation by staff and subcontractors. Develop and publish procedures for the prompt investigation of complaints of discrimination and provide for the prompt and equitable resolution of complaints alleging violations of nondiscrimination/equal opportunity provisions. Establish procedures for obtaining prompt corrective action, negotiate voluntary compliance, or applying sanctions if appropriate.
10. Conduct continuing reviews of policies and practices affecting the equitable delivery of services among substantial segments of the eligible population; report variances and develop corrective action plans.
11. Promote the elimination of discriminatory practices by developing and conducting EO training for agency and subcontract staff in order to promote a fuller understanding of the requirements of pertinent civil rights legislation.
12. Review and evaluate local office and subcontract operations for conformity to established policies and legislation relative to services to applicants and corrective actions and sanctions.
13. Review SDA job training plans for discrimination and equal opportunity impact. Review all contracts, plans and agreements to ensure the inclusion of all required EO provisions and nondiscrimination assurances.
14. Monitor the delivery of all programs and activities to ensure that they are administered in the most integrated setting appropriate to qualified individuals with disabilities. Develop procedures to ensure that communications with individuals with disabilities are as effective as communications with others.
15. Other duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS REQUIRED

Must have the ability to effectively collaborate with diverse agencies and personnel within the community. Must be able to read, understand, and implement various Federal, State and Local laws and regulations. Must have the ability to effectively communicate with public/private officials, public agencies, and with clients with diverse backgrounds and problems. Should have training in counseling, assessment, eligibility, and case management. Should be familiar with computers and various software programs used in interactive training, job search and job preparation.

EXPERIENCE AND TRAINING REQUIRED

Should be a graduate of a four year college with a degree in Political Science, Psychology, Public Administration, Sociology, Business Administration, Counseling or related degree. Must have a minimum of three years of related experience. Must have dependable transportation.

WESTERN ARKANSAS EMPLOYMENT DEVELOPMENT AGENCY, INC.

POSITION TITLE: Business Liaison / Case Manager / EO Officer

EMPLOYEE NAME: Harold Wilson

FLSA Classification for this position is "NONEXEMPT"

PART A - Summary Description of Position

Under the supervision of the Administrator, the Business Liaison/Case Manager/EO Officer will: provide recruitment/intake/orientation/assessment/counseling/job search training and other core and intensive services for WIA Title I clients, in-school and out-of-school youth, and One-stop Center clients; establish and maintain connections with area business in order to determine their staffing needs and provide them with appropriate leads to potential employees; be responsible for providing EO reports to WAEDA Management Staff as required/requested; assist in all aspects of EO planning as needed; be responsible for EEO duties and will mediate as occasions occur.

PART B - Qualification Requirements (Knowledge, Training, Skills)

General - Experience desirable in providing basic or general knowledge in counseling, vocational/remedial education and job search techniques. Good communication skills required.

Specialized - Experience in working with job training programs helpful. Ability to work well with a diversified population of youth, unemployed and underemployed individuals, Welfare-to Work clients and dislocated people required. Must be aware of EEO responsibilities and possess the ability to develop and coordinate needed classes and forms.

PART C - Specific Duties and Responsibilities

- Understand the diverse needs of both business and individual job-seeking clients in order to provide them with useful resources and develop information resources as needed.
- Serve as agency liaison to area businesses for job development.

- Identify, and collect resources offered through other agencies and insure that the materials are maintained in the resource centers.
- Provide electronic information on jobs, occupations, and job readiness requirements.
- Provide businesses and individual job-seekers access to national and international job banks, talent banks, as well as local job market information.
- Establish and maintain contact with local groups familiar with the eligible population as a recruitment aid to reach those most in need and who can benefit from the program.
- Develop and maintain an employer registry.
- Recruit and interview in-school and out-of-school youth, unemployed and underemployed individuals, and workers who have been displaced from their jobs.
- Document and justify action proposed on each applicant interviewed.
- Complete intake and certification of applicants ensuring that required documentation is obtained.
- Assess applicants as required by agency policy.
- Complete ISS based upon assessment, testing, and other information provided to Case Manager by applicant. Review ISS with applicant to outline services applicant will need to meet their goals.
- Review application and assessment documents to assist in the development of a service plan for each applicant.
- Counsel participants in areas of training, job search, work habits, job development, etc.
- Maintain contact with each participant to help resolve any problems that may occur.
- Verify time and attendance records of each participant, as required.
- Complete participant evaluations and counseling reports pursuant to WAEDA policy.

- Refer participants to other agencies for supportive and other services that are already available.
- Ensure that participants receive all allowable services available under WIA.
- Document job search/job development and referral activities in each participant file.
- Assist enrollees in job search techniques.
- Maintain contact with exited participants to attempt to help them stay in unsubsidized employment. Document contacts in file.
- Complete MIS paperwork in timely, accurate manner.
- Report any irregularities or problems to supervisor before any serious problem arises.
- Responsible for submitting requisitions, according to WAEDA policy, to keep department supplied.
- Serve as WAEDA Equal Opportunity Officer (EEO)
- Responsible for updating WAEDA EEO Policy and Affirmative Action Plan as required
- Other duties as assigned.

ARBOR E&T

JOB DESCRIPTION

JOB TITLE: Business Representative	DATE: July, 2008
EXEMPT: Yes	REPORTS TO: Business Operations Director through PEO

SUMMARY: Provides a variety of services and activities to local employers and job seekers as part of the region's business operations team. Develops partnerships, identifies regional business needs, promotes workforce development initiatives throughout the business community.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Market One-Stop Career Center services to new and existing employers. Discern and report business needs through interview and survey processes. Assist with identification and promotion of target industries and target occupations for regional workforce development.
2. Support economic and business development activities to enhance business opportunities.
3. Solicit job orders from employers and conduct file search, selection and referral to meet employer needs.
4. Coordinate with other agencies providing job placement assistance (i.e. training vendors, private job placement firms, etc.), in an effort to avoid duplicative efforts.
5. Facilitate and conduct mass recruitment, job fairs, and other job search activities to meet the labor exchange needs of applicants and employers.
6. Coordinate customized recruitment assistance, including job development, recruiting, advertising, prescreening, and testing.
7. Coordinate and develop program specific employment opportunities such as On-the-Job Training (OJT), Community Service/Work Experience (CSWE), Employed Worker Training (EWT), Incumbent Worker Training (IWT), Quick Response Training (QRT), Work Opportunity Tax Credit (WOTC) or other specially funded options.
8. Assist in coordinating "Rapid Response" activities for workers and employers experiencing mass layoffs or plant closures.
9. Provide to employers, resources/education/information re: incentives available such as tax credits, Hub Zone certification, best business practices, labor market information, etc.
10. Maintain contact with local businesses through direct contact and by participating in business oriented organizations to facilitate placement of program participants.
11. Participate in education and training activities and attend relevant meetings as scheduled.
12. Assist Business Operations Director with assigned tasks, reports, and program facilitation.

13. Manage essential paperwork and computerized documentation to include creating reports as needed.
14. Promote communication and contribute to the coordination of services throughout the regional One-Stop Career Centers.
15. Follow all Heartland Workforce operational and programmatic policies and procedures to improve the overall workforce development activities in the region.
16. Receive employer visits and assist with information requested.
17. Document in Employ Florida Marketplace all contacts and services, job orders, job order notes; assist with employer follow-up, document results as required.
18. Assist with special projects and perform other duties as assigned.
19. Strive to achieve the highest level of customer satisfaction among all customers.

QUALIFICATION REQUIREMENTS:

- Bachelor's degree from an accredited college or university, preferably in business development or related field, and three (3) or more years of sales experience, or equivalent combination of education and experience.
- Knowledge of business development practices and related government regulations. Human resource experience or recruiting a plus.
- Frequent regional travel may be required.
- Computer literacy, including word processing and spreadsheet applications.
- Excellent organizational, time-management, oral and written communication skills.
- Florida Workforce Development Professional Certification or ability to obtain same within 6 months of hire.



SERCO of Arkansas

JOB DESCRIPTION

Staff: Linda Youngman Position Title: Equal Employment Opportunity Officer Reports To: Program Manager	Effective Date: 07/01/2005	Revised:
	Exempt	EEO Category: Professional

Vice President Approval: _____	Date: _____
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SUMMARY: Under the general direction of the Program Manager and/or Regional Director, investigates allegations of discrimination or workplace harassment, develops, and manages the centers Affirmative Action Plan within the laws of the state of Arkansas and the Federal government; advises and assists departmental personnel in equal opportunity, nondiscrimination, and affirmative action matters; performs other duties as required.

DUTIES AND RESPONSIBILITIES:

1. Reviews and investigates inquiries and formal complaints of unlawful discrimination from applicants and employees; responds to complaints from enforcement agencies; acts as a mediator in the attempt to resolve alleged violations of Federal, State, and County policy and laws; and assists line and staff management in identifying, resolving, and preventing equal employment opportunity/affirmative action problems.
2. Develops and recommends policies and procedures to implement the equal employment opportunity/affirmative action program; assists departments in developing, implementing, and evaluating the equal employment opportunity/affirmative action program and their departmental equal employment opportunity programs and affirmative action plans; develops goals and timetables; designs and implements reporting systems to measure the effectiveness of the center's progress; determines the degree to which the center's goals and other equal opportunity objectives have been attained; prepares periodic reports on the program.
3. Interprets equal employment opportunity requirements of Federal and State agencies; evaluates these requirements in relation to specific departments and/or programs; recommends corrective or remedial action as needed.
4. Informs center departments and management of developments in the area of equal employment opportunity and affirmative action; disseminates affirmative action and equal employment opportunity policies to community action groups, recruitment

5. sources, and educational institutions; develops and conducts training regarding equal opportunity and sexual harassment for managers, and employees; promotes a favorable climate for an effective equal employment opportunity program.
6. Serves as liaison between the center, enforcement agencies, and community groups; acts as staff to such Board-appointed commissions as the Affirmative Action Commission, the Human Relations Commission, and the Commission for Women.
7. Develops, and monitors program budget; conducts management audits; performs other administrative duties as required.

DESIRED KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of: Federal laws and requirements pertaining to affirmative action/equal employment opportunity; current AA and EEO related issues, developments, and trends; principles and practices of personnel administration; socio-economic problems, multi-cultural issues, cultural differences, and language barriers associated with minorities, women, and other protected groups; principles and practices guiding investigations of alleged workplace harassment or discrimination.
2. Ability to learn and apply Arkansas laws pertaining to affirmative action/equal employment opportunity; investigate and document complaints alleging discrimination and workplace harassment; speak and write clearly and concisely and at the level of the receiver; effectively collect, interpret, and summarize data and legal requirements; identify, research, analyze, and solve problems using statistical techniques and common research methods; develop a variety of alternatives and make appropriate decisions; identify ramifications of decisions, anticipate problems, and take proactive action; elicit information and effectively listen; guide and motivate individuals to achieve results; influence others; effectively work with managers, employees, applicants, community representatives, and enforcement agency representatives in a positive manner; tactfully and effectively handle confrontational situations; maintain an open and approachable manner; maintain objectivity and confidentiality.
3. Experience working with a Board of Supervisors or similar legislative body, community action groups, and appointed commissions.
4. An understanding of the principles and practices of personnel administration within civil service guidelines as well as of relevant political developments and barriers faced by protected groups in the workplace; Thorough knowledge of federal and state laws pertaining to EEO/AA and disability discrimination issues and experience investigating discrimination complaints and managing institutional responses to them.
5. Legal or paralegal training, education, and experience to understand legislation, interpret laws, and aid in the investigation of alleged violations of laws applicable to discrimination and workplace harassment.

MINIMUM REQUIREMENTS:

1. Three years of professional personnel or management experience involving significant responsibilities in affirmative action and equal employment opportunity programs that included investigating complaints of discrimination or workplace harassment; or,
2. A combination of training, education, and experience that is equivalent to the employment standard listed above and that provides the required knowledge and abilities.

SPECIAL REQUIREMENTS:

1. Must possess and provide a valid Arkansas Driver's License and Automobile Liability Insurance as required by the State of Arkansas.
2. Must have access to reliable transportation in order to travel within service area.

Equal Employment Opportunity Employer