

## **MANAGER, TITLE IX/EQUAL EMPLOYMENT OPPORTUNITY (EEO) INVESTIGATIONS**

### **DEFINITION**

Under general direction of the Director, Equal Employment Opportunity (EEO) Programs, the Manager, Title IX/Equal Employment Opportunity (EEO) investigations manages the day-to-day responsibilities associated with the College's Title IX and EEO investigations involving students, faculty, staff, visitors, and third parties at the College and its affiliates. When a complaint is filed, the Manager, Title IX/EEO Investigations will evaluate the complaint and take appropriate steps with regards to the College's Administrative Procedures, Board Policies, and/or Title IX regulations. The Manager, Title IX/EEO Investigations acts as a neutral party in the investigation and provides a detailed, unbiased report to the Director, Equal Employment Opportunity (EEO) Programs regarding the findings of the investigation. This incumbent also coordinates and provides training for selection committees and other staff regarding laws, regulations, policies, and procedures for EEO, staff diversity, unlawful discrimination, and sexual harassment.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Director, Equal Employment Opportunity (EEO) Programs. Exercises direct and general supervision over assigned staff.

### **CLASS CHARACTERISTICS**

This is a management classification that manages all activities related to Title IX and Equal Employment Opportunity (EEO) investigations at the College. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Director, Equal Employment Opportunity (EEO) Programs in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating programmatic work with other functions, programs, and departments.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

- Ensures timely, thorough investigations. Oversees and coordinates investigations of allegations and complaints of unlawful discrimination and sexual harassment.
- Provides impartial consultation, conflict resolution, and problem solving in response to complaints and inquiries received from members of the campus community, including students, faculty, staff, and College affiliates, visitors, and third parties.
- Writes comprehensive reports of investigations with findings of fact and recommendations.

- Prepares and writes responses to complaints and inquiries from external agencies including the California Community Colleges Chancellor's Office (CCCCO), Department of Fair Employment and Housing (DFEH), Equal Employment Opportunity Commission (EEOC), and the Office for Civil Rights (OCR).
- Advises and collaborates with campus community partners, as appropriate, on the status of initiatives, case management trends, challenges, and concerns pertaining to unlawful discrimination, sexual harassment, and Title IX compliance.
- Develops a case management database to organize, manage, and track incidents. Prepares annual statistical report(s) on the number, nature, and disposition of complaints of unlawful discrimination and sexual harassment.
- Tracks cases, data, and trends to identify patterns and make recommendations to address them.
- Informs the College community of options and raises awareness of resources with respect to reporting and filing complaints.
- Develops and plans for programs, services, education, and assessment of Title IX program and prevention efforts, including sexual harassment prevention training for students, faculty, and staff.
- Develops and presents training for selection committees and other staff regarding laws, regulations, policies, and procedures for EEO, staff diversity, unlawful discrimination, and sexual harassment.
- Monitors and coordinates regulatory compliance with local, state and federal civil rights laws and regulations, including Title IX, ADA, Sections 504 and 508 of the Rehabilitation Act of 1973, the Clery Act, and Violence Against Women Act (VAWA).
- Works in a collaborative process to develop and review related College policies and administrative procedures in accordance with legal obligations and best practices.
- Ensures associated mandated reporting is completed.
- Serves on governance and administrative committees, as assigned.
- Performs other related duties as requested or assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Federal and state laws and state regulations related to unlawful discrimination and sexual harassment based on all protected categories, including Title II, Title VI, Title VII, Title IX, ADEA, ADA, Sections 504 and 508 of the Rehabilitation Act of 1973, the Clery Act, Family Educational Rights and Privacy Act (FERPA), and Violence Against Women Act (VAWA).
- Best practices as related to institutions of higher education compliance with Title IX and VAWA.
- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.

- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Organization and management practices as applied to the development, analysis, and evaluation of programs and operational needs of the assigned functions.
- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high-level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

**Skills and Abilities to:**

- Conduct comprehensive investigations of unlawful discrimination and sexual harassment allegations with objective findings and recommendations related to law and legal precedence.
- Participate in complaint and grievance processes and hearings.
- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Develop and conduct training and education programs pertaining to Title IX, unlawful discrimination, and sexual harassment investigations, resolutions, and prevention.
- Ensure proper and timely resolution of personnel issues and conflicts.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Deal appropriately with confidential information and exercise good judgment on sensitive matters.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to a Bachelor's degree in a related field and two years of related experience in conducting investigations and resolution of concerns and complaints that may include conflict resolution, problem solving techniques, complaint screening, interviewing, assessment, consultation, and advice.

**Preferred Qualifications:**

- Experience in a higher education setting preferred, public higher education highly preferred
- Experience in Title IX, Unlawful Discrimination, Sexual Harassment and Retaliation complaints and/or grievance investigation and resolution

**Licenses and Certifications:**

- Possession of and ability to maintain a valid California Driver's License by time of appointment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various College and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be 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. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.