

**STATE OF HAWAII  
POSITION DESCRIPTION**

**I. IDENTIFYING INFORMATION**

Class Title: Civil Rights Specialist V  
Position Number: 124888  
Department: Law Enforcement  
Division: Administration Division  
Branch: Litigation Coordination Office  
Geographic Location: Downtown

**II. INTRODUCTION**

*Function of this organizational unit:*

Under the general direction of the Deputy Director for Administration, the Litigation Coordination Office (LCO) develops and implements policy and procedures through subordinate staff for the purpose of litigation coordination, information requests, administrative rule making, administrative tort claims, and other Federal mandates. The LCO also develops, updates, and implements the departmental affirmative action plan and oversees the language access plan. The LCO oversees services and procedures for the law enforcement division in these subject areas. The LCO may support other divisions, officers, or programs when the expertise of the LCO is needed or requested.

*Purpose of the position:*

This position serves as the principal subject matter expert and advisor to the Department of Law Enforcement (DLE)-wide civil rights programs such as the Americans with Disabilities Act (ADA) and Equal Employment Opportunity (EEO), which includes Title VI, Title VII and Limited English Proficiency (LEP) laws, as it relates to employment matters covering applicants (the general public) and staff. The position serves as advisor and departmental resource for managers and employees.

**III. MAJOR DUTIES AND RESPONSIBILITIES**

Factors in Determining Essential Functions

1. The performance of this function is the reason that the job exists.
2. The number of other employees available to perform this function is limited.
3. The function is highly specialized, and the employees is hired for special expertise or ability to perform the function.

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## A. Civil Rights and EEO Activities

55%

1. Civil Rights Compliance: Plans, organizes, coordinates, and administers the DLE-wide Equal Employment Opportunity and Civil Rights-related compliance function of the LCO.[1][2][3]
2. Civil Rights Complaints: Directs programs in responding to employment discrimination complaints filed with federal Equal Employment Opportunities Commission (EEOC) or State of Hawaii Civil Rights Commission agencies by applicants or current DLE employees. [1][2][3]
3. Civil Rights Investigations:
  - a. Plans, organizes, directs, and coordinates the DLE's statewide investigative program concerned with civil, administrative, and/or EEO investigations within an agency's jurisdiction.[1][2][3]
  - b. Investigates and coordinates investigation of discrimination complaints. Directs appropriate DLE resources in investigating and resolving complaints. Decides on the nature, direction, and extent of the investigation. Recommends remedial action to resolve the complaint as appropriate. Investigative tasks include:
    - Fact-finding and review of relevant laws/regulations/policies, etc.
    - Interviewing complainant(s), respondent(s) and witness(es).
    - Synthesizing facts with the relevant laws/regulations/policies.
    - Prepares investigation report and any appropriate remedial actions.
    - Notifies appropriate federal or State agencies of DLE's internal investigations if complaint is filed outside of the DLE.
    - And if needed, makes recommendations after completing investigations whenever appropriate.
    - Meets with appropriate federal agency officials to discuss any complaints filed against the DLE.[1][2][3]
  - c. Responds to complaints from other federal agencies that are investigating other departmental programs for alleged civil rights violations by preparing for the Director the DLE's position statement on any discrimination charges or complaints filed by the individual staff against DLE, answers follow-up questions of the federal or state agencies on any of the filed charges, and represents the DLE on any charges or complaints that are referred to mediation.[1][2][3]
4. Language Access:
  - a. Serves as the Language Access Coordinator for compliance with federal and State language access laws and regulations developed to assist

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Limited English Proficiency employees and the general public; recommends new laws, rules and regulations or recommends revisions; testifies before the legislature; prepares budget requests and develops training programs.[1][2][3]

- b. Assist the department in offering of language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access as they go through the legal process.[1][2][3]

**B. Training, Monitoring and Evaluating Technical Assistance** **20%**

1. Provides education, training and advising to all departmental staff on Civil Rights Compliance (CRC) issues, EEO requirements, LEP requirements, ADA employment provisions and reasonable accommodations for persons with disabilities. [1][2][3]
2. Formulates and/or participates in preparing policies and procedures and training resources to ensure that supervisors and other staff are properly trained. [1][2][3]
3. Conducts training for Departmental employees and sub-recipients to increase their knowledge of their respective roles, responsibilities, and obligations in achieving Title VI and LEP compliance and ways to prevent discriminatory practices. [1][2][3]
4. Conducts visits to facilities to ensure CRC laws, rules and regulations, directives and agreements are followed.[1][2][3]
5. Conducts initial and ongoing analyses of current EEO practices, forms, policies, and procedures, along with ongoing compliance monitoring activities and operational assessment functions in accordance with Title VI, Title VII and other federal nondiscrimination laws. Performs ongoing assessment of current practices to ensure that acceptable levels of compliance are maintained. Recommends remediation measures and monitors such measures. [1][2][3]
6. Provides technical assistance and support to proper parties in any litigated cases i.e. case data, technical procedures, etc.
7. Monitors and follows-up on decisions or settlement agreements to ensure corrective action is being fulfilled.

**C. ADA Reasonable Accommodation Coordinator** **10%**

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1. Investigates complaints filed for violation of the ADA under federal laws for programs administered by the DLE, including evaluation of reasonable accommodations provided to the disabled employee and determination of whether the employee is able to perform essential functions of the position without accommodations.[1][2][3]
2. Receive requests/referrals to evaluate for possible reasonable accommodation(s) for employees under the ADA.[1]
3. Initiates and engages in the interactive process in ADA-EEO matters.[1][2][3]
4. Renders decisions and recommendations on reasonable accommodation requests as part of the interactive process in ADA-EEO matters, in accordance with the ADFA, DHRD Policy 601.002 – Reasonable Accommodation for Employees and Applicants with Disabilities.[1][2][3]
5. Responds to ADA-EEO complaints filed with external agencies, i.e. Equal Employment Opportunity Commission and/or the Hawaii Civil Rights Commission.[1][2][3]

**D. Other Duties as Assigned**

**10%**

1. Assists with other LCO investigations and projects as assigned. [1]
2. Assists in the preparation of work activity reports and other administrative reports concerning the LCO functions. [1]
3. Attends CRC training and other related classes and keeps current on developments and court decision/actions that would affect the Department. [1]
4. Develops, establishes, and maintains good rapport with departmental staff, enforcement agencies, state and federal compliance officers and union officials. [1]
5. Performs other duties as assigned. [1]

**IV. CONTROLS EXERCISED OVER THE WORK**

**A. Supervisor:**

Position No. 124855

Class Title: Departmental Program Officer

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## **B. Nature of Supervisory Control Exercised Over the Work:**

### Instructions Provided

Instructions are limited to general guidance and direction to specification of priorities and the results expected. The incumbent is required to plan and carry out decisions and recommendations for necessary work activities independently.

### Assistance Provided

The incumbent works independently with minimal supervision and may seek assistance from the supervisor when issues or problems are beyond the incumbent's control such as matters which conflict with procedures, rules, regulations.

### Review of Work

Supervisor reviews the incumbent's work to ensure that all objectives and goals are met.

## **C. Nature of Available Guidelines Controlling the Work:**

### **1. Policy and Procedural guides Available**

Hawaii Revised Statutes, Chapter 378;  
State of Hawaii Administrative Rules;  
Applicable Federal Statutes;  
Departmental Policies and Procedures;  
Collective Bargaining Agreements and Memorandums of Agreement or Understanding;  
Civil Rights Act of 1964, as amended, 42 U.S.C. 2003 et seq.;  
The Age Discrimination in Employment Act of 1975, as amended, 42 U.S.C. 6101;  
Americans with Disabilities Act of 1990, as amended;  
Language Access Law, Act 290, as amended;  
Title VI and VII, as amended

### **2. Use of Guidelines**

Procedural guidelines above, cover technical aspects of the work. The incumbent is expected to know and apply all guidelines that are pertinent to the duties of the position.

## **V. MINIMUM QUALIFICATIONS**

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**A. Knowledge of:**

Comprehensive knowledge of civil rights laws, rules and regulations, issues and principles and practices governing an area such as Title VI of the Civil Rights Act of 1964, EEOC rulings and court decisions relating to equal opportunity and affirmative action; Americans with Disabilities Act programs; federal, State and the DLE's mission and goals regarding how the civil rights program functions within the DLE's programs; DLE's program plan, organizational structure, and policies and procedures; research, analysis, problem solving and investigation; and report writing.

**B. Skills/Abilities:**

Write clear and comprehensive investigation reports and other documents; communicate effectively orally, including speaking to groups and individuals; establish and maintain effective working relationships with departmental employees; administrators, federal and State personnel and the general public; conduct fair and impartial investigations; plan, develop, coordinate, direct and evaluate a civil rights program; implement civil rights compliance program requirements; interpret and apply civil rights laws, rules, and regulations, issues and principles and practices; exercise judgement, confidentiality, discretion, logic and creativity; research, analyze and resolve civil rights program problems.

**C. Education:**

Graduation from an accredited four (4) year college or university with a bachelor's degree.

**D. Experience:**

General Experience: One and one-half (1 ½ ) years of responsible professional or other analytical work experience which involved gathering, evaluating and analyzing facts and other pertinent information required to resolve problems; and identifying, evaluating and analyzing issues involved and understanding applying various statutory provisions, rules or regulations to determine and recommend appropriate courses of action. Such experience must have demonstrated the ability to elicit information orally and in writing, apply problem solving methods and techniques and prepare clear and concise written reports of finds and recommendations for action; and establish and maintain effective working relationships.

Specialized Experience: Two (2) years of progressively responsible professional which involved responsibility for ensuring an agency's compliance with civil rights requirements in one or more areas (e.g., Americans with Disabilities Act, Disadvantaged Business Enterprises, Title VI, Equal Employment Opportunity); developing, implementing and coordinating a program/activities to ensure

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compliance with civil rights requirements; monitoring and evaluating program effectiveness and recommending improvements, e.g., new and revised programs, policies, procedures, and laws; investigating and participating in the resolution of civil rights complaints and charges; and advising agency personnel and others on civil rights laws and regulations and court ruling relative interpretations and program implications.

**E. Required Licenses, Certificates, etc.:**

Valid license to drive in the State of Hawaii.

**VI. TOOLS, EQUIPMENT & MACHINES**

Personal computer and peripheral equipment/software, calculator, copying machine, fax machine, and other office machines, equipment, and tools.

**VII. WORKING CONDITIONS**

May be required to travel to neighbor island offices to assist with LCO related issues.

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