

DEPARTMENT OF HUMAN RESOURCES  
COUNTY OF HAWAI'I

**EQUAL OPPORTUNITY OFFICER/ADA COORDINATOR**  
EM 03

Duties Summary:

Under general administrative direction, plans, develops, and manages the County's Equal Opportunity Program; evaluates program effectiveness and ensures County compliance with applicable Federal, State, and County laws and requirements; serves as the County's resource specialist on all matters pertaining to the program; and performs other related duties as required.

Distinguishing Characteristics:

This class is distinguished by its responsibility for overseeing the County's Equal Opportunity Program, compliance with Americans with Disabilities Act (ADA) and other related civil rights programs, including policy development; coordinates the County's efforts to comply with applicable Federal, State, and County laws and requirements.

Examples of Duties: *(The following are examples of duties and are not necessarily descriptive of any one position in this class. The omission of specific duty statements does not preclude the assignment of such duties if they are a logical assignment for the position and are consistent with the class concept.)*

- Oversees the County's Equal Opportunity program, the scope of which encompasses equal employment opportunity, workplace harassment, the ADA compliance, and equal access to County facilities, programs and services for persons with disabilities.
- Monitors and coordinates the County's efforts relating to Equal Opportunity and related programs, reasonable modifications and reasonable accommodations for persons with disabilities and other protected groups, as required by Federal and state civil rights laws.
- Establishes policies and procedures to meet program objectives and monitors compliance countywide.
- Provides guidance and advice on matters pertaining to discrimination in employment and provision of services, workplace harassment, sexual harassment, the ADA, and compliance with equal opportunity requirements in other programs.
- Reviews formal complaints and charges; examines the results of fact findings and investigations conducted by line agencies to determine whether conclusions are well-founded and remedies recommended are reasonable and proper; suggests adjustments and corrections as necessary.

*Hawai'i County is an Equal Opportunity Provider and Employer.*

- Manages and conducts a comprehensive Equal Opportunity and ADA training program. This includes course development, both general and specific, to inform employees of their rights and responsibilities under civil rights laws. Customizes special trainings as necessary based on the application of laws to specific occupational functions,
- Receives formal complaints filed with the Mayor, conducts fact finding and investigation for purposes of recommending disposition.
- Consults with legal staff on cases that are sensitive or highly complex in nature.
- Collaborates with legal staff in determining best course of action to take in resolving and negotiating conciliation/settlement on cases in which the County is party.
- Lends expertise and technical assistance to the Office of the Corporation Counsel as needed on cases to be adjudicated in court of law.
- On harassment charges, reviews facets of the investigation conducted to ensure compliance with the County's Harassment Policy and Procedures and other statutes that prohibit inappropriate behavior in the workplace. May further investigate such complaints as necessary.
- Educates management and key personnel as to the importance of proper investigative process/procedure and expeditious resolution.
- Keeps abreast of new legislation and developments in equal opportunity, harassment, the ADA, and civil rights; makes program adjustments to keep current.
- Responds to requests for information about civil rights laws and procedures from employees and the public in a timely manner.
- Liaises with the state's Office of Language Access as necessary to coordinate trainings; informs County departments and agencies of federal and state requirements to provide meaningful access to individuals who are Limited English proficient, including development of Language Access Plans and use of interpreting resources.
- Ensures that appropriate training programs and workshops are developed and conducted to address program changes.
- Upon request, work with Corporation Counsel to provide assistance to departments on all complaints filed against the County before Equal Employment Opportunity Commission and the Hawai'i Civil Rights Commission.

- Establishes and fosters close working relationship and dialogue with Federal and State officials.
- Attends quarterly County ADA Coordinator meetings hosted by the Disability Communication and Access Board (DCAB) and meetings of the Mayor's Committee on People with Disabilities.
- Maintains records and statistics pertaining to the program.
- Prepares and submits reports, studies, and statistical data to meet State and Federal requirements.
- Prepares and presents testimony at Council hearings regarding program and specific cases as necessary.
- Establishes and maintains contact with community groups and organizations dedicated to disability and other civil rights issues and other interest groups as necessary.
- Prepares and justifies program budget.
- Performs other related duties as assigned.

Minimum Qualification Requirements:

Training and Experience:

- A combination of education and experience substantially equivalent to graduation from an accredited college or university with major work in business or public administration, human resource development, political science, social sciences, or a related field; and
- five (5) years of responsible administrative or personnel management experience; of which
- three (3) years shall have involved the responsibility for an organization's Equal Opportunity programs, including access to programs, services, and facilities, for persons with disabilities. Such experience shall have included responsibility for program evaluation and implementation, including the development of policies and procedures, investigation and resolution of complaints, and providing technical guidance and advice.

License Requirement:

- Ability to travel independently to various geographic locations. This requirement may be fulfilled by the possession of a valid State of Hawai'i driver's license (Class 3), a valid comparable driver's license, or use of other means of transportation that meets position needs.

Knowledge of:

- Federal, State, and County civil rights laws, equal opportunity Executive Orders, laws, regulations, guidelines, and policies;
- principles and practices of public administration and management;
- government organization, functions, and operations;
- laws, court decisions and other rules and precedents pertaining to civil rights, equal opportunity, and related programs;
- principles and techniques of effective investigation and conciliation;
- legal procedures and rules of evidence required for investigation and enforcement purposes;
- methods and techniques of negotiation;
- research and statistical analysis methods and techniques;
- public and human relations;
- report writing; and
- methods of group instruction and training.

Ability to:

- develop, implement, and monitor County programs for assuring and promoting compliance with various Federal, State, and County laws governing equal opportunity and related civil rights laws;
- review, analyze and evaluate program effectiveness and direct implementation of sound corrective measures for areas found not to be in compliance;
- analyzes, interprets, and determines implications of existing and anticipated Federal civil rights laws and advises Director as appropriate;
- formulate and apply changes to County policies, procedures and programs as necessary;
- provides technical guidance and advice relative to equal opportunity and other related areas to County employees and the public;
- consults with law enforcement agencies when technical expertise related to complex issues is needed;
- represents the County, Federal and State compliance reviews related to equal opportunity and related programs including the County's progress on consent decrees related to the ADA;
- conducts investigation of complaints and charges of discrimination and harassment, and recommends the course of action to take in resolving and negotiating settlements;
- analyzes, interprets, and presents information and material related to employment discrimination, and civil rights as required;
- communicates effectively orally and in writing;
- performs statistical research and analysis;
- develops training material and conduct training on program regulations, policies, and procedures;
- develops and maintains effective working relationships with appropriate governmental agencies, operating departments, special interest committees and groups, and general public; and
- analyze and interprets data and prepare clear and concise reports.

Physical Requirements:

Persons seeking appointment to positions in this class must meet the health and physical condition standards deemed necessary and proper to perform the essential functions of the position with or without reasonable accommodations.

Physical Effort Grouping: Light

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This is an amendment and retitling to the specification for the class EQUAL OPPORTUNITY OFFICER/ADA COORDINATOR that was approved on April 12, 2004 as the EQUAL OPPORTUNITY OFFICER and amended on December 23, 2011.

APPROVED: May 31, 2017  
Date

/s/ Sharon Toriano  
Director of Human Resources