ASHEVILLE, NORTH CAROLINA

Classification Specification

Human Relations Analyst
Job Code: 1100
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to provide technical assistance, expertise, research, and analysis to the Human Relations Commission of Asheville (HRCA) and the City's Office of Equity and Inclusion regarding policies, procedures, concerns, and issues of race, class, and gender discrimination.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Provides technical assistance and support to the HRCA: : assists in prioritizing and defining scope of work regarding diversity, fairness, equity, and inclusion throughout the City in public safety, economic development, education and the arts, and affordable housing; creates documents and resources and submits for approval; receives complaints related to discrimination from community members and provides related information and referral services; creates and implements process for HRCA to address complaints from the community; coordinates activities with other commissions, boards, and community organizations; creates curriculum and training materials; facilitates and conducts training and education sessions; assists in facilitating the Community Engagement Subcommittee; develops and facilitates annual planning session; and analyzes policies, procedures, and data to identify discriminatory practices and outcomes.

Provides administrative support to HRCA: assists in creating agenda and taking meeting minutes; coordinates the content of meetings, including speakers and presentations; trains new, and consults with existing, HRCA members.

Provides technical support to the Office of Equity and Inclusion: provides guidance, advice, and resources regarding equity, inclusion, and diversity; and participates in creating and/or evaluating programs, policies, and procedures to identify and remedy discriminatory practices and outcomes; and makes appropriate and related recommendations for changes and additions to programs, policies, and procedures.

Participates in data and analytics governance: participates in setting program strategy and priorities in line with the City's strategic goals; assesses progress; recommends structure and process of the data and analytics program; and participates in the establishing, implementing, and maintaining of policies for the use of data, performance metrics, and analytics; and serves on and participates related committees and subcommittees as assigned.

Maintains a current, comprehensive knowledge and awareness of applicable laws, regulations, principles, trends, and practices relating to human relations, equity, inclusion, and discrimination; reads applicable literature; and facilitates and/or attends meetings, workshops, conferences, and training sessions as required.

Communicates with HRCA members, supervisor, other City employees, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, equity and inclusion reports, data analysis, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Associate degree in Social Work, Public Administration, or a related field required; supplemented by five years of progressively responsible experience in data analysis, implementing and evaluating nondiscrimination and equity policies and programs, or closely related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.