

REASON FOR THIS POSITION		
1. NEW	2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER	3. REPLACES PD NUMBER
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**POSITION DESCRIPTION
COVER SHEET**

RECOMMENDED			5. PAY PLAN	6. SERIES	7. GRADE
1 Opportunity Assistant			GS	361	7
8. WORKING TITLE (Optional)			9. INCUMBENT (OPTIONAL)		

OFFICIAL						
10. TITLE Equal Opportunity Assistant						
11. PP	12. SERIES	13. FUNC	14. GRADE	15. DATE	16. I/A	17. CLASSIFIER
GS	361		7		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	Bill Rice

18. ORGANIZATIONAL STRUCTURE (Agency/Bureau)	
1st U.S. Department of Housing and Urban Development	6th
2nd Assistant Secretary for Fair Housing and Equal Opportunity	6th
3rd General Deputy Assistant Secretary	7th
4th HUB	8th

SUPERVISOR'S CERTIFICATION			
I certify that this is an accurate statement of the major duties and responsibilities of the position and its organizational relationships and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and that false or misleading statements may constitute violations of such statute or their implementing regulations.			
19. SUPERVISOR'S SIGNATURE	20. DATE	22. SECOND LEVEL SUPERVISOR'S SIGNATURE	23. DATE
<i>Susan M. Forward</i>	7/23/97		
21. SUPERVISOR'S NAME AND TITLE		24. SECOND SUPERVISOR'S NAME AND TITLE	
Susan M. Forward, Deputy Assistant Secretary and Enforcement and Investigations			

FACTOR EVALUATION SYSTEM					
FACTOR	25. FLD/BMK	26. POINTS	FACTOR	25. FLD/BMK	26. POINTS
1. Knowledge Required	1-4	550	6. Personal Contacts	6-3	60
2. Supervisory Controls	2-3	275	7. Purpose of Contacts	7-2	50
3. Guidelines	3-3	275	8. Physical Demands	8-1	05
4. Complexity	4-3	150	9. Work Environment	9-1	05
5. Scope and Effect	5-3	150	TOTAL POINTS		1520
					GRADE 63-7

CLASSIFICATION CERTIFICATION	
I certify that this position has been classified as required by Title 5, US Code, in conformance with standards published by the OPM or, if no published standard applies directly, consistently with the most applicable published standards.	
29. SIGNATURE	30. DATE
<i>Bill Rice</i>	7/25/97
31. NAME AND TITLE	
Bill Rice, PMS	
32. REMARKS	33. OPM CERTIFICATION NUMBER
US OPM PCS for the GS-361 Series of 11/80 TS-49	

#000270

**FAIR HOUSING AND EQUAL OPPORTUNITY
EQUAL OPPORTUNITY ASSISTANT
GS-361-7**

Incumbent serves in a position of public trust.

INTRODUCTION

This position is located in the FHEO Hubs, Program Centers or Local FHEO sites. The office is responsible for administering the fair housing enforcement programs and responsibilities in connection with equal opportunity and civil rights, including those under Title VIII of the Civil Rights Act of 1968; Title VI of the Civil Rights Act of 1964; Section 109 of the Housing and Community Development Act of 1974; as amended; Section 504 of the Rehabilitation Act of 1973; Section 3 of the Housing and Urban Development Act of 1968; Americans with Disabilities Act, and Age Discrimination Act and relevant Executive Orders.

The incumbent serves as Equal Opportunity Assistant and has responsibility for performing technical work; supporting higher level specialist; and providing program assistance on statutes and matters relating to equal opportunity in housing, federally assisted facilities, employment, economic opportunity, civil rights, and other matters relating to the mission of the Office.

DUTIES AND RESPONSIBILITIES

Serves as contact person for persons wishing to file fair housing complaints. Responsible for the entire complaint referral process for fair housing complaints including complaint receipt, analysis, jurisdiction determination, and preparation of appropriate notices to parties involved. Independently explains the complaint process, the scope and purpose of the law in layman's terms and ensures that complaints filed are procedurally and technically correct. Assists in the investigative compliance activities relating to the processing of complaints pursuant to the above listed laws.

Participates in interviewing complainants and potential complainants and in summarizing information obtained for housing discrimination complaints. Technical assistance is given to the general public; public officials; fair housing and civic groups; housing authorities; local governments and other recipients to provide information and to prevent problems. Provides written and oral technical assistance to program participants and HUD staff in preparation of a program application or implementation of a program to assist them in meeting the civil rights requirements of the program.

Refers Title VIII complaints to substantially equivalent agencies and monitors, reviews and reactivates complaints. Contacts complainants and FHAP agencies for additional information needed to determine the acceptability of a complaint under both HUD and FHAP agency jurisdiction.

Provides technical assistance to higher graded Equal Opportunity Specialists in conducting investigations, compliance reviews, and Fair Housing Act complaint intake. Follows-up in program areas of CPD, Housing, Public Housing and FHEO voluntary programs. Assists in analyzing and evaluating the effectiveness of client programs and adherence to HUD policies, programs and procedures. Accompanies and assists senior specialists in conferring with housing provider and CD grantee staff on all of parts of FHEO responsibilities and requirements.

Performs the Affirmative Fair Housing Marketing Plan (AFHMP) review function. Provides oral and technical assistance and recommends approval. If deficiencies are noted, coordinates need for additional information or corrective action with the appropriate office. Contacts owners and rental managers and contacts owners directly to explain AFHMP deficiencies and requirements.

Meets and works closely with Voluntary Initiatives Programs including assisting in developing agreements with local Board of Realtors, Home Builders Associations and Apartment Management Associations, etc.

Follows instructions, researches, evaluates and assembles information pertaining to the complaints under investigations. Drafts simple analyses, summaries, and compilations for meetings with clients or other HUD staff, or for preparation of correspondence, reports or other documents.

Receives, reviews, analyzes and prepares informational and statistical reports from computer stored data banks on data concerning fair housing enforcement program, fair housing assistance programs and grant recipients. Performs ADP/microcomputer data entry, data tracking and report production related to data systems used to track the Office's activities. Conducts review and evaluation of assigned topics of a technical, administrative, or program nature and drafts statistical or narrative reports for use as reference material by higher level staff members. This may require reference to statutes, regulations, administrative decisions, judicial decisions, policy issuance materials and file materials. Personal contacts with officials within the jurisdictional and or the Department may also be required for background information on this subject matter.

Performs technical, administrative and clerical work in support of the programs and activities of the Office. Prepares all recurring reports presenting information and data in a form that will highlight problem areas and increase useability of the data. Uses word processing equipment to produce a variety of correspondence and keeps a variety of logs and automated management information systems on the computer. The incumbent receives calls and visitors; receives and reviews incoming mail; responds to requests for information; prepares travel requests; may track travel funds and may be responsible for the time and attendance function.

For the position in the Caribbean Office, the incumbent must be fluent in English and Spanish, written and oral.

FACTOR 1- KNOWLEDGE REQUIRED BY THE POSITION

Thorough and detailed knowledge of the various Civil Rights laws, such as Title VIII of the Civil Rights Act of 1968, Title VI of the Civil Rights Act of 1964; Section 109 of the Housing and Community Development Act of 1974, Section 504 of the Rehabilitation Act of 1973; Section 3 of the Housing and Urban Development Act of 1968; Americans with Disabilities Act, Age Discrimination Act and relevant Executive Orders. Skill in applying them to various situations in order to provide information and answer technical questions or to solve technical problems routinely handled by the office.

Skill in fact finding and analysis to identify relevant information, relate the information to a FHEO assigned problem, summarize information, and compare the facts to general principles or regulations. This typically involves determining the kinds of information needed to complete the monitoring or compliance review, complaint investigation, solve a problem; or answer a question by determining the most appropriate sources, interviewing persons, and reviewing documents to obtain necessary information. The EO Assistant decides when enough information has been collected to resolve problems, organizes the information, compares facts with applicable requirements, and prepares findings for the report.

Thorough knowledge of the English grammar, usage and style; detailed knowledge of the specialized vocabulary of the various FHEO programs; and skill in writing in order to prepare reports, letters and memoranda summarizing finding and conclusions of work assignments and recommended solutions.

Skill in oral communication to clearly explain to others complex factual relationships, regulations, precedent decisions, and the application of regulations to facts.

Knowledge of domestic travel regulations to prepare and review travel vouchers and skill in maintaining records of travel expenditures and travel fund balances.

Skill in operating word processing and microcomputer equipment and in developing database tracking and reporting systems on the personal computer.

For the position in the Caribbean Office, fluent in English and Spanish, both oral and written.

FACTOR 2- SUPERVISORY CONTROLS

The supervisor makes assignments by defining overall objectives, priorities, and deadlines. The employee independently plans and carries out the work, handles problems and deviations in the work assignments in accordance with instruction policies, previous training, or accepted practices in the occupation.

The incumbent works independently referring major or unusual problems to the supervisor for resolution. Overall review of incumbent's work is made for technical accuracy and compliance with established rules and regulations.

FACTOR 3- GUIDELINES

The number of similarity of guidelines and work situation requires the employee to use judgment in locating and selecting the most appropriate guidelines, references, and procedures for application and in making minor deviations to adapt the guidelines in specific cases. At this level, the employee may also determine which of several established alternatives to use. Situations to which the existing guidelines cannot be applied or significant proposed deviations from the guidelines are referred to the supervisor.

The guidelines followed are in the form of handbooks, executive orders, circulars and written information by memorandum. Guidelines include laws governing Civil Rights in Housing, employment, business opportunities, and non discrimination in HUD programs, Departmental regulations and guides, and relevant precedent decisions.

FACTOR 4- COMPLEXITY

The EOA typically performs complete assignments or segments of large projects involving different and unrelated processes and methods. Typical assignments are to solve problems having some or all of the following characteristics: (1) interrelated facts, (2) facts obtainable from a large variety of sources, (3) some disputed facts or ambiguous conditions, and (4) one or more related issues or questions such as failure to make programs

accessible to disabled persons or failure to make a reasonable accommodation for a disabled person. Generally, problems are a type routinely handled by the office, but they are involved (e.g., composed of many smaller problems and several cause and effect relationships).

Decisions regarding what needs to be done requires the EOA to determine the relevance and importance of a large number of facts of questions and to make generalizations based on facts, conditions, and program requirements. The decisions depend on the type of assignment, phase of the assignment, or the subject with which the EOA is dealing. Correct course of action must be chosen from many alternatives.

Work involves conditions and elements that must be analyzed to clearly define interrelationships. The EOA applies a variety of accepted fact finding techniques, analytical methods, and equal opportunity principles and selects the correct criteria for evaluating the facts.

FACTOR 5- SCOPE AND EFFECT

The work product or service affects a wide range of agency activities or the operation of other agencies.

The work requires treating a variety of routine problems or situations in conformance with established criteria. The incumbent answers questions from clients and staff regarding complaint investigations. Analyzes, secures additional information, as needed, and recommends approval. Should disapproval be recommended, employee makes recommendation of appropriate corrective actions to the Director and prepares appropriate correspondence.

The incumbent is expected to independently resolve a variety of problems and issues in doing the job and reporting to higher level staff on issues of complexity outside of established criteria.

FACTOR 6- PERSONAL CONTACTS

The personal contacts are with FHEO staff, Field office staff, general public and external HUD clients. Contacts are generally established for a specific purpose in connection with a complaint investigation, monitoring or compliance review or a housing discrimination complaint. Contacts are different, and the role and authority of each party is developed and identified during the course of the contact. Also communicates with housing providers and program recipients on a daily basis. The facts and issues may not be clearly understood and must be clarified during the course of the contact by the incumbent.

FACTORS 7- PURPOSE OF CONTACTS

The purpose is to plan, coordinate, or advise on work efforts or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes. Contacts with the general public are usually to provide information and assistance with regard to the Fair Housing Act and the housing discrimination process.

Contacts are for the purpose of planning and coordinating selected phases of the monitoring, investigation or compliance review and discussing minor changes in the clients recordkeeping and management practices to comply with FHEO requirements.

FACTOR 8- PHYSICAL DEMANDS

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending, carrying of light items such as papers; driving an automobile, to and from project sites.

FACTORS 9- WORK ENVIRONMENT

The work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated.