



**Classification:** Program Supervisor/Manager (Human Resources Division)

**Title Code:** V00680/V00681

**Pay Range:** 26/34

**POSITION SUMMARY:** This position is responsible for administering various statewide initiatives, equal employment opportunity programs, and ensuring compliance with operating and reporting requirements. An employee in this classification also performs a variety of specialized work in the areas of diversity and inclusion. The employee must exercise independent judgment and discretion in contacts with others. General supervision is received from the immediate supervisor.

**DESCRIPTION OF DUTIES PERFORMED:** (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Serves as the Equal Employment Opportunity (EEO) Officer by creating, implementing, and maintaining the Missouri State Highway Patrol's EEO program.

Plans, completes, and files required reports and documentation with government agencies; to include, the Affirmative Action Plan (AAP), Department of Justice (DOJ) Utilization Report, Title VI Program Compliance Plan, etc. Monitors information submitted in order to recommend actions for improvement or continued development.

Serves as the Title VI Program Coordinator; administers and monitors the Title VI Program.

Establishes EEO goals and monitors progress toward achievement; collaborates with statewide personnel to ensure actions are being taken to meet goals.

Develops and implements reporting and auditing procedures to examine personnel practices and assess the effectiveness of the EEO Program, and other related programs. Prepares reports on findings and makes recommendations accordingly; to include annual reports related to division operations.

Gathers, compiles, analyzes, and interprets data, and utilizes statistical software necessary to measure and monitor external and internal EEO compliance. Reports results, statistics, and recommendations for corrective action to appropriate stakeholders.

Reviews data and researches information regarding demographics, diversity, inclusion, best practices, and other workforce-related topics.

Recommends revisions and updates to policies and practices.

Maintains knowledge of developments, trends, and best practices in EEO administration, including federal and state legal and regulatory changes and changes to EEO practices of other State of Missouri and law enforcement agencies.

Addresses internal inquiries regarding equal opportunity laws and regulations as appropriate; refers sensitive issues and concerns to appropriate personnel.

Conducts preliminary investigations for claims of discrimination, and ensures timely processing and review of complaints by coordinating and monitoring complaint procedures.

Assists in the coordination of performance evaluation procedures .

Coordinates grievance procedures.

Processes reasonable accommodation requests.

Supports initiatives and tools to enable the Patrol to recruit, retain, and engage its workforce (ENGAGE, Professional Leadership Development Award (PLDA), MO Cred, MO Learning, etc.).

Prepares and conducts training as needed. Collaborates with the Training Division to ensure compliance with applicable requirements.

Attends and leads committees where necessary.

Collaborates with the Recruiting and Community Outreach Division (RCOD) on diversity efforts and provides information on identified target areas based on data. May attend recruiting events as needed.

Represents the Patrol at council meetings and actively participates; may present information when requested.

Assists in developing and communicating strategies for effective program administration and implementation.

Assists with division responsibilities associated with the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) accreditation process.

Attends meetings, seminars, conferences, training programs, etc., pertaining to work-related issues.

Performs job-related travel as needed, to include overnight stays.

Performs other related work as assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Extensive knowledge of the laws, principles, and practices of Equal Employment Opportunity (EEO) and civil rights, with particular reference to reporting requirements and creating action plans.

Extensive knowledge of diversity and inclusion practices, efforts, and trends.

Knowledge of Patrol policies, procedures, rules, and regulations.

Knowledge of human resources principles and practices.

Working knowledge of statistical concepts and methods.

Working knowledge of personal computers and software (e.g., Microsoft Word, Excel, Lotus Notes, Internet, PowerPoint, etc.).

Possess excellent verbal and written communication skills to include proper and effective use of grammar, punctuation, and sentence structure.

Excellent organizational skills and attention to detail.

Excellent time management skills, with proven ability to meet deadlines.

Strong analytical and problem-solving skills.

Ability to analyze and organize facts.

Ability to research, gather, correlate, and analyze facts to develop letters, charts, and statistical reports and develop recommendations and/or solutions to issues.

Ability to work as a team member and positively interact with a variety of people, including administrative staff, employees, and the public.

Ability to manage and prioritize a large amount of work within predetermined deadlines.

Ability to effectively handle stressful and adverse situations.

Ability to exercise judgment and discretion in the performance of duties.

Ability to learn Patrol policies and procedures.

Ability to develop and conduct presentations, training programs, etc.

Ability to effectively train staff in areas of equal employment opportunity, affirmative action, diversity, inclusion, etc.

Ability to read, understand, and apply applicable Federal and State legislation, laws, rules, codes, etc.

Ability to operate basic office equipment as detailed in the description of duties.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

**MINIMUM EXPERIENCE AND EDUCATION REQUIRED:** (The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Possess a Bachelor's degree in Business Administration, Human Resources, Public Administration, or related field.

**FLSA STATUS:** Exempt

**WORK SCHEDULE:** An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.