

**STATE OF UTAH  
DEPARTMENT OF WORKFORCE SERVICES  
HUMAN RESOURCES**



**POSITION ANALYSIS FORM (PAF)**

DPR#	Low Org	Service Area/Division
	2420	Legal/Adjudication

**Incumbent**

<b>Carolyn Parsons</b>
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Current Job Title	Job ID
Program Manager	

Working Title	Time in Position
Equal Opportunity Officer	12 years

Current Supervisor	Supervisor's Phone #
Geoffrey Landward	801-526-9496

**Location and Work Address**

2 <sup>nd</sup> floor, Department of Workforce Services Administrative Office, 140 E. 300 S., Salt Lake City, UT 84111
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Physical Requirements	Working Conditions
<input checked="" type="checkbox"/> Sedentary <input type="checkbox"/> Moderate <input type="checkbox"/> Strenuous	<input checked="" type="checkbox"/> Everyday Risks <input type="checkbox"/> Special Risks <input type="checkbox"/> High Risks

**Y If Applicable**

<input checked="" type="checkbox"/> Travel Required <input checked="" type="checkbox"/> On Call / Standby (on occasion)	<input type="checkbox"/> Required Response Time <input type="checkbox"/> Rotating Shifts	<input type="checkbox"/> Afternoon Shift <input type="checkbox"/> Graveyard Shift
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**Purpose of Position / Distinguishing Characteristics:**

<p>29 CFR Part 37 Equal Opportunity provisions of the Workforce Investment Act require the recipient of Title I Federal funds to employ a full time, Equal Opportunity (EO) Officer. The EO Officer provides assurance to the U.S. Department of Labor Civil Rights Center (CRC), and the customer of the Department of Workforce Services (DWS) of equal opportunity and equal access to all programs and services provided by DWS.</p> <p>The EO Officer is responsible for the development of the State's Methods of Administration (MOA) to demonstrate to the CRC an assurance of compliance with 29CFR Part 37. As part of the development and maintenance of DWS' MOA, the EO Officer is responsible for writing and updating all related policies and procedures to ensure equal access and opportunity for all DWS customers and employees.</p> <p>The EO Officer is responsible to act as liaison with not only with CRC, but also with other federal partners, such as Health and Human Services Office for Civil Rights and U. S. Department of Agriculture Equal Opportunity and Civil Rights Division, regarding matters of civil rights and non discrimination/equal opportunity. The DWS EO Officer manages the EO program and oversees the administrative operations of the program. The EO Officer investigates , mediates, or arranges</p>
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mediation for all complaints of discrimination filed with DWS, wherein DWS has jurisdiction. Additionally, the EO Officer serves as compliance/oversight officer regarding accessibility for all DWS programs and services, including ADA and persons with limited English proficiency. The EO Officer must coordinate with State, regional, and local Directors, Managers, Supervisors, and line staff to ensure compliance with all related regulations, policies, and procedures. The DWS EO Officer also serves as the ADA Officer for customers. The EO Officer represents the State and Department on the National Association of State Workforce Agency EO Committee.

**UTAH JOB MATCH (UJM) POSITION ANALYSIS FORM (PAF)**

**Task List**

<b>%</b>	<b>Task</b>	<b>E/M</b>	<b>Knowledge/Skills/Abilities</b>	<b>Level</b>	<b>R</b>	<b>T</b>
20	Works independently, scheduling tasks, day to day activities, and workload to ensure compliance with EO laws and regulations	E	Understanding pertinent laws and regulations relative to Civil Rights/EO/ADA and employment laws, as well as all DWS personnel and program and services policies and procedures.	3S	R	
15	Review and analyze complaints for DWS jurisdiction and bases of discrimination.	E	Analyze and interpret law, CFR, and policies, review (affected) programs/services, and use prudent judgment in review of written complaints	3		T
15	Conducts or leads investigations (i.e. determines nature, scope, and direction of the investigation)	E	Excellent interpersonal skills are required for this task as are skills in planning, problem solving, scheduling, and facilitation.	3S	R	
10	Writes correspondence and reports regarding findings and investigations.	E	Excellent working knowledge of policy, procedures, and laws pertaining to EO and nondiscrimination. Ability and skill in clearly articulating the findings and decision of the Department.	3	R	
5	Reviews data and information to discern specific trends or patterns, which could reflect possible accessibility issues or the need for targeted outreach efforts.	E	Data analysis, interpretation of trends, understanding pertinent laws and governing regulations regarding data collection and reviews.	3	R	
5	Prepares and presents EO information and/or concerns to Senior Management, Service Area Directors, Division Directors, Managers, and/or Supervisors.	E	Excellent communication skills, oral and written; presentation skills and knowledge, planning skills	3	R	
10	Provides EO/ADA onsite training for staff, state or Local Workforce Investment Boards, and employers as requested or as the need arises.	E	Knowledge and understating of EO/Civil Rights, employment law, ADA/Section 504 of the Rehab Act, and training and learning principles.	3	R	
10	Review and analyze agency policies and procedures on an ongoing basis to ensure equal access and opportunity for customers and employees.	E	Understanding of organizational structure and dynamics, excellent communication, problem solving, and judgment skills, as well as exceptional monitoring and evaluation skills and abilities.	3S	R	
10	Work with customers, front line staff, managers, directors, partner agencies in reviewing and processing requests for accommodations for persons with disabilities.	E	Thorough understanding of ADA/Section 504 of the Rehabilitation Act of 1973, DWS policies and procedures, the Workforce Investment Act, and the role of State Risk Management. Good coordination skills.	3S	R	

<b>E/M: Essential/Marginal</b>	<b>R: Required Skill</b>	<b>T: Trainable Skill</b>
<b>LEVEL:</b>		
0 – Requires little or no previous knowledge or work experience		
1 – Requires general knowledge OR limited experience		
2 – Requires specialized knowledge and/or work experience		
3 – Requires specialized knowledge, high skill level, and extensive experience		
S – Requires supervisory experience (used in conjunction with above levels, e.g., 2S)		

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## UTAH JOB MATCH (UJM) POSITION ANALYSIS FORM (PAF)

**1. Which function is the most complex or difficult to perform and why?**

Investigating complaints of discrimination is most difficult to perform. Complaints often implicate DWS staff (either directly or indirectly), therefore requiring understanding of the Department's organizational dynamics, and structure, as well as political savvy. In all complaint investigations, excellent interpersonal communication skills are required as is meeting the Department's vision and mission statements regarding customer service.

**2. What guidelines (e.g., manuals, established policies and procedures, traditional practices, etc.) are available to aide the incumbent in their position and what judgment is needed to apply them?**

29 CFR Part 37 Equal Opportunity provisions of the Workforce Investment Act, Titles VI and VII of the Civil Rights Act of 1964, The Americans with Disabilities Act, DWS EO Policy and Procedures, EEOC laws and regulations, and other equal opportunity nondiscrimination provisions regarding programs and services provided by DWS. The ability to analyze and interpret law and code of federal regulations, as well as excellent critical thinking skills and clear rational judgment is required to perform the duties of this position.

**3. Describe the projects, assignments, programs, etc., for which the incumbent is accountable.**

The DWS EO Officer is responsible for all aspects of equal opportunity and access for all programs and services provided by DWS. The responsibilities include investigating complaints of discrimination, program oversight and monitoring, liaison with Federal, state, and local agencies, relative to EO issues, and ADA Officer. The ADA Officer role makes determinations regarding reasonable accommodation, handling complaints, recommending corrective action, review of medical information, and working with community partners in providing appropriate referrals and resources.

**4. Indicate the decisions the incumbent has the authority to make on their own in performing this position.**

The EO Officer has the authority to make decisions regarding findings of investigations, and then provide information necessary to Executive Management to make sanction decisions. The EO Officer has the authority to make most decisions relative to the daily EO activities. The decisions the EO Officer does not make are those regarding sanctions, discontinuance of services, personnel issues, and those involving negotiations with federal, state, and local partners.

**5. Describe how the incumbent's work product effects the work of other individuals both internal and external to this organization.**

All DWS programs and services have required equal opportunity/civil rights provisions and laws. DWS staff must abide by the provisions of these laws and regulations. The EO Officer is not only responsible for investigating complaints of discrimination, but is also responsible and obligated to provide training and understanding of the Civil Rights Act and other EO provisions. Helping DWS staff understand how these laws and regulations affect them as service providers, as well as provide greater opportunities for all of us is a positive aspect of the EO Officer's job. Additionally, the EO Officer is a resource for external customers assisting with understanding employment law, specific to Utah.

**6. Describe the type of instruction the incumbent receives from their supervisor - detailed, general, etc. How is work prioritized? How closely and how often is the incumbent's work reviewed?**

The EO Officer position works, most often autonomously. Day to day activities, including correspondence is provided (electronically) to the supervisor to maintain open communication and keep the supervisor abreast of issues which may, or could affect the Department. The EO Officer provides the supervisor with full disclosure of information which may require Executive Management's approval. The supervisor is "copied" on all correspondence whereby the EO Officer is representing a decision or statement made by the Department. Work is prioritized by procedural deadlines, and the potential impact the issue could create to the Department, the complainant, advocates, federal partners, the public, etc. The EO Officer's work is reviewed on an as needed, need to know basis. Full confidence in the EO Officer's professionalism and abilities must be afforded the person in this position, given the nature of the job. The EO Officer represents the Department's position in all matters of equal opportunity and nondiscrimination.

**7. Indicate the type and size of workforce the incumbent leads, directs, manages or supervises (including**

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**non-state employees, for example, volunteers)? Which positions are directly supervised and evaluated through performance plans?**

The EO Officer position does not directly supervise any position within DWS. However, the EO Officer must lead and direct Regional Directors, Managers, Supervisors, and front line staff in conducting interviews, complaint processing, investigations, and EO and Civil Rights matters in general.

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**8. Education, Degree, Licenses or Certifications required by this position.**

While a specific degree or licensure is not required for this position, (to the best of my knowledge), I was informed when I was hired, the deciding factor was my education. I have a master's degree in education, vocational counseling, and I am a certified mediator.

Incumbent's Signature

Date

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**To Be Completed By Supervisor**

1. Did the employee describe his/her job correctly and completely?

- YES  
 NO

2. Any other position requirements or comments.

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3. Have the duties changed to support a review of this position?

- YES  
 NO

4. If yes, list tasks that have changed?

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5. When did tasks change?

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6. Where did these duties come from (i.e., new, another position, etc.)?

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7. Supervisor's comments on the employee's statements.

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Supervisor's Signature.

Date

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