

## **EQUAL OPPORTUNITY PROGRAM SPECIALIST - SENIOR**

**POSITION SUMMARY:** Under general supervision of the Human Resources Program Officer, this professional position serves as the EEO/AA Officer and Medical Coordinator for the Department of Administration (DOA) and the attached agencies, boards and commissions (as designated). Under the program direction of the Deputy Secretary, the incumbent is responsible for the creation, development, implementation, administration and evaluation of affirmative action, equal opportunity and civil rights compliance programs affecting over 1,800 permanent employees. Additionally, the EEO/AA Officer is responsible for the development and oversight of departmental procedures pertaining to those programs. This position will also develop and deliver training in a variety of employee development topics. The incumbent will work with the agency Training Officer to deliver training to management and staff.

As Medical Coordinator, this position ensures agency compliance with state and federal laws, statutes, and codes related to employee medical leaves of absence, return to work issues, reasonable accommodations, and fitness for duty evaluations and determinations.

### TIME % GOALS AND WORKER ACTIVITIES

#### **40% A. Manage Agency Equal Opportunity/Affirmative Action Program**

1. Develop agency EEO/AA policies and procedures in accordance with state administrative codes and rules.
2. Analyze relevant data to determine agency recruitment and selection metrics.
3. Develop and implement the agency's Affirmative Action Plan content and goals based upon available data.
4. Communicate the AA Plan to agency leadership and employees.
5. Develop biannual status reports for the Secretary's Office on DOA progress towards EEO/AA program goals.
6. Provide information and training to the Secretary, Administrators, managers and IDEAS Committee members on the agency's EEO/AA programs, policies, goals and objectives.
7. Monitor agency application of policies and procedures to ensure adherence to federal and state laws and rules related to EEO/AA and civil rights.
8. Provide technical expertise and guidance to the agency Affirmative Action Advisory Committee (IDEAS Committee).
9. Coordinate and participate in relevant events and activities promoting equity, diversity, and cultural awareness.

10. Develop and monitor a confidential exit interview program to identify workplace issues and recommend actions/changes to the Secretary's Office.
11. Coordinate biennial employee disability survey.
12. Represent the Department regarding EEO/AA issues and concerns on the Statewide Affirmative Action Officers' Council.
13. Develop and maintain records related to EEO/AA documents and files.
14. Attend trainings to stay current on EEO/AA laws.

**30% B. Develop and Oversee the Department's Employee Medical Program**

1. Develop agency policy and procedures for employee/family medical leave according to state and federal statutes and codes.
2. Act as primary contact for medical leave requests. Review requests for required information (e.g. reason for leave, medical documentation, work restrictions).
3. Coordinate with payroll to determine eligibility for coverage under state and/or federal family medical leave acts (FMLA).
4. Issue FMLA eligibility and designation notices to employees.
5. Assist supervisors with the FMLA absence tracking process in the HRIS system.
6. Provide department-wide medical leave consultation to managers, employees, and HR staff.
7. Assist supervisors and employees with return to work issues and temporary restrictions or accommodations.
8. Provide consultation on the fitness for duty/Independent Medical Exam (IME) process.
9. Assist employing units with the IME process. Coordinate IMEs with employees and 3<sup>rd</sup> party providers.
10. Determine the need for additional medical evidence and develop questions for doctors and other treating sources.
11. Coordinate the job search and/or medical separation process.
12. Assure proper file and record maintenance.

**10% C. Develop and manage the Department's Reasonable Accommodation Program**

1. Develop agency policy and procedures for reasonable accommodations according to state and federal statutes and guidelines.
2. Act as primary contact for reasonable accommodation requests. Review requests for required information (e.g. requested accommodation, medical documentation, and work restrictions).
3. Determine eligibility for coverage under the WI Fair Employment Act (WFEA) or Americans with Disabilities Act (ADA).
4. Determine the need for additional information and develop appropriate questions.
5. Review medical evidence to determine the extent of restrictions and develop accommodation plans in accordance with the requirements of the ADA and related case laws.
6. Responsible for reviewing positions to assure that they meet the functional limitations of an individual, and if a position can be accommodated for the person.
7. Identify positions available as reasonable accommodations for employees with disabilities and coordinate with employing units to place employees appropriately.
8. Assure that accommodations are carried out and are effective. Recommend adjustments as needed.
9. Consult with Division of Legal Services liaison for legal guidance when needed.
10. Respond to requests from Legal Services about accommodation issues or cases.

**5% D. Manage the Department's Informal Complaint Process**

1. Act as primary contact for employee complaints and workplace climate issues at DOA and attached agencies, boards and commissions.
2. Conduct fact finding investigations into complaints and issues. Make recommendations to address issues.
3. Consult with Legal Services liaison and Labor Relations Specialists as needed.
4. Prepare findings and present to Division Administrators, managers and employees.
5. Respond to Legal Services requests for information on ERD and EEOC complaints when needed.

## **5 % E. Provision of Recruitment & Selection Technical Guidance**

1. Work collaboratively with HR staff and Department managers to address EEO/AA issues and promote recruitment and retention of a qualified and diverse workforce.
2. Ensure the integration of EEO/AA policies and procedures in the employment processes related to recruitment, staffing, classification, testing, career development opportunities, and other related personnel activities.
3. Assess the impact of civil service hiring rules and practices on EEO/AA goals. Draft recommendations and strategies to address issues.
4. Partner with HR Specialists to develop specialized recruitment options and strategies to help achieve agency AA goals.
5. Assess and provide guidance about EEO/AA impacts of reorganizations, layoffs, and employee discipline.
6. Provide career counseling to employees and applicants seeking information about employment in DOA and state government.
7. Review Recruitment Activity Plans (RAPs) and make recruitment recommendations as needed.
8. Provide HR Specialists or supervisors with resources to assemble a balanced interview panel according to policy.
9. Review and approve interview questions and benchmarks. Make recommendations for changes when necessary.
10. Review and approve supervisor written hiring reasons and justifications for hire of non-target group candidates when appropriate. Forward denied requests to the Appointing Authority for discussion and resolution.

## **10% F. Develop and Deliver Training**

1. Develop and implement trainings on a variety of subjects (e.g. FMLA, ADA, EEO, AA, hiring, unconscious bias).
2. Provide opportunities for staff to increase cultural awareness, team work, personal development, and professional growth.
3. Deliver diversity, FMLA, and ADA training to new employees and supervisors.
4. Provide training to community based organizations, universities and colleges as appropriate.
5. Provide just-in-time training to employing units when requested.

6. Coordinate diversity training and learning activities for DOA.
7. Provide additional training for subjects/programs as needed.

### **KNOWLEDGE SKILLS AND ABILITIES**

1. Knowledge of EEO/AA federal and state laws and rules.
2. Knowledge of coaching, facilitation, mediation and conflict resolution techniques.
3. Knowledge of organizations and community groups related to the program area.
4. Ability to interpret and accurately apply various State statutes and rules.
5. Skills in planning, developing, implementing and evaluating policy, programs and procedures.
6. Skill in leading and facilitating teams/work groups.
7. Knowledge of the civil service recruitment and selection practices.
8. Ability to ensure confidentiality and safeguard sensitive information.
9. Ability to conduct research, gather information and analyze a variety of data.
10. Effective written and oral communication skills, including making public presentations.
11. Ability to effectively work in a team environment and independently build and maintain effective working relationships with a variety of individuals and organizations with diverse needs.
12. Computer skills including MS Office suite, running queries and reports from HRIS.
13. Knowledge of statistical reporting methods.
14. Ability to organize, prioritize and manage time.
15. Ability to understand and successfully meet the agency's core performance competencies.