**Civil Rights Case Manager Standard Job Description**

**Classification Title:** Civil Rights Case Manager

**FLSA Exemption Status:** Exempt

**Pay Grade:** 14

**Job Description Summary:**

The Civil Rights Case Manager, under direction, plays a critical role in the university’s response to allegations of discriminations or harassment based on a protected class, including sexual assault and sexual harassment. The Case Manager reviews all incoming reports and provides objective information about a party’s rights, compassionate and appropriate support and resources, and options for resolving the complaint through the formal or informal processes. The Civil Rights Case Manager supports the mission to create and maintain an environment that is free from discrimination, harassment, and retaliation.

**Essential Duties and Tasks:**

**50% Civil Rights Cases:**

* Triages reports of discrimination, harassment, and or related retaliation and provides a prompt, compassionate, and appropriate response.
* Conducts intake meetings, offers resolution options, facilitates academic and supportive resources, and communications about a party’s rights in the process.
* Collaborates with a variety of partners to coordinate support services and eliminate roadblocks.
* Refers students to resources.
* Provides status updates to the parties throughout the selected complaint resolution process (formal or informal).
* Maintains confidentiality to the extent allowed by federal regulations, state laws and university policies.
* Ensures timely and accurate documentation of all reports and responses.
* Promotes an environment that fosters healthy relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold the Texas A&M University System values.

**30% Trainings:**

* Engages in continuous learning of Title IX, Title VII, VAWA, and related civil rights regulations, federal and state laws, and policies.
* Delivers training and educational programs for the university community.
* Represents the department at special events, community functions, and trainings.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education:**

* Bachelor’s degree or equivalent combination of education and experience.

**Required Experience:**

* Three years of related experience.

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Mediation skills.
* Written and verbal communication skills.
* Knowledge of civil rights related legislation, rules, regulations, policies, and procedures.
* Knowledge of employment law.
* Ability to listen objectively and remain unbiased.
* Attention to detail.
* Public speaking and presentation skills.

**Machines and Equipment:**

* Standard office equipment

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU regulations and procedures.
* Persons in this position are considered essential when the University declares an emergency, campus closure, class cancellations, etc., and are therefore required to report to work and remain on duty unless/until relieved by the direct supervisor.
* Works to cover shifts, or take emergency call, on evenings, weekends, and holidays as required.
* This position is security sensitive.
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU policies, regulations, rules and procedures.
* All tasks and job responsibilities must be performed safely without injury to self or others in compliance with System and University safety requirements.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[ ]  **Yes**

[x]  **No**