Internal/External Posting

Position Title
Manager- Equal Opportunity (EO) Compliance/Outreach Services
Reports to: Senior Director of Planning/Compliance and to the CEO to resolver EO related concerns

Primary Objective:
The EO compliance manager will conduct compliance reviews/marketing and outreach efforts as well as engage in planning and monitoring processes for the organization.

Part 1
Customer Compliance Functions

- Listen to and resolve customer complaints, regarding services; products or personnel.
- Monitor organizational service levels to customer base to determine service to targeted/underserved populations.
- Coordinate and/or deliver training to staff/agency contractors on methods and procedures for EEO programs and procedures,
- Provide staff with assistance in performing difficult or complicated situations related to equal opportunity or customer service situations.
- Provides data analysis
- Keeps records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Obtain and examine all relevant information to access validity of complaints and to determine possible causes.
- Check to ensure that appropriate changes were made to resolve customers’ problems.
- Refer unresolved customers grievances to designated departments for further investigation.
- Prepare monthly reports for management and performance satisfaction committee.
- Create a curriculum for equal opportunity and customer service training for staff.

Part 2
Equal Opportunity Officer

- Investigate employment practices or alleged violations of laws to document and correct discriminatory factors.
- Interpret civil rights laws and equal opportunity regulations for individuals or employers.
- Study equal opportunity complaints to clarify issues.
• Meet with persons involved in equal opportunity complaints in order to verify case information, and to arbitrate and settle disputes as may be determined by the appropriate entity.
• Coordinate, monitor, or revise complaint procedures to ensure timely processing and review of complaints.
• Prepare reports of selection, survey, or other statistics and recommendations for corrective action.
• The compliance manager will conduct reviews as directed of planning programs.

Part 3
Equal Opportunity/Marketing and Outreach

• Attend community meetings to network and exchange product information along with promoting business.
• Identify, develop, or evaluate equal opportunity outreach strategies.
• Compile lists describing product or service offerings.
• Coordinate or participate in promotional activities such as career or community resources fairs to market products and services.
• Formulate, direct and/or recommend outreach activities to promote products and services to meet EEO objectives.
• Insure EO tagline are on all outreach materials

Qualifications:
Bachelor’s Degree in Business Administration, Public Administration or a related field, 3-5 years required experience in managing employment programs, Customer Service and EO programs, minimum 3-5 years EEO experience preferred.

Experience:
Experience with Microsoft Office software with three to five years experience in customer service industry, knowledge of pertinent federal, state and local laws and regulations (i.e. EEO/Employment Law, ADA, ADAA, DOL, etc). Knowledge of dispute resolution, arbitration, negotiation and mediation techniques, experience in fact-finding and conducting investigations.

Experience in performing outreach community functions requirements.

Individual must pass a background check, must have excellent references, and must have reliable transportation and proof of auto insurance.

Apply online at feckc.org or send your resume and application to sdryden@feckc.org

Applications accepted until position is filled  Posted October 6, 2020

EOE/AA/M/F/V/ADA  E-Verify Employer

The Full Employment Council is an Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment via the Missouri Relay Services at 711.