**Compliance Officer**

**\*\*\*This is an EXEMPT Position\*\*\***

**Summary**

Incumbents in this classification are responsible for maintaining City compliance with Federal and State statutes governing civil rights, including ADA, Section 504, Title VI, Title VII and the Fair Housing Act. Duties include assisting citizens who feel they have been discriminated against to understand their options under the law and guide them through the complaint process; investigating issues and providing reports to City officials; reviewing City policies and procedures for compliance and providing community programs and attending local meetings in order to foster partnerships between the City and local organizations and citizen groups. Work requires limited supervision and the use of independent judgment and discretion.

SERIES LEVEL: The Compliance Officer is a stand-alone classification.

**Examples of Duties**

**ESSENTIAL FUNCTIONS:**(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Responds to complaints related to landlord-tenant issues including discrimination which includes answering questions; advising complainants of options; assisting complainants through the complaint process; drafting and logging correspondence to complainants and respondents; coordinating mediation and panel hearings and ensuring conciliation meetings occur; gathering information and investigation allegations and determining if the department is the appropriate agency to handle the specific complaint and performing other related activities.

Participates in/on a variety of meetings, conferences and/or other related groups in order to receive and convey information.

Prepares and gives presentations on issues related to fair housing, landlord tenant laws, predatory lending, mediation and/or other applicable topics.

Participates in developing and implementing new initiatives and programs to assist under-served populations.

Organizes special events and functions to bring specific groups of people together to focus on issues and promote change in the housing industry.

Reviews City policies and practices for compliance with applicable Federal and State statutes which includes researching and drafting new policies to maintain compliance with applicable statutes; investigating issues concerning applicable laws and statutes; preparing related reports and recommendations based on findings; evaluating options and developing action plans to maintain compliance and performing other related activities.

Responds to reasonable accommodation requests from the public for disabled persons wishing to participate in a City program service or activity; evaluates accommodation options and facilitates the implementation of applicable accommodations.

Creates and produces brochures, flyers, postcards, booklets, directories, form letters, surveys and related collateral items to promote initiatives and programs.

Maintains information and research library; makes recommendations for the purchase of books and resources.

Creates, maintains and updates the Agency website.

Uses, carries and answers their cell phone for business purposes as determined by the assigned job duties and the department head.

Performs other duties as assigned.

**Minimum Qualifications**

Bachelor's degree in public administration, business administration, human resources or a closely related field; supplemented by three (3) years of previous experience and/or training that includes investigating employment practices and alleged violations; mediating disputes; interpreting; providing technical assistance and/or enforcement on civil rights, equal employment opportunity, fair housing and/or American with Disabilities Act regulations.

LICENSING AND CERTIFICATIONS:Must have or obtain Rule 31 Mediator Certification with 6 months of employment.

**Supplemental Information**

KNOWLEDGE AND SKILLS:Knowledge of customer service principles; applicable Federal, State and Local laws, ordinances, codes, rules, regulations, standards, policies and procedures; collaborative mediation techniques; interviewing techniques; research methods; administrative complaint processes; eviction processes; investigative techniques and telephone etiquette.Skill in facilitating mediations; researching and writing legal documents; interviewing clients; analyzing cases and investigation results; providing customer service; interpreting and applying applicable laws, ordinances, codes, rules, regulations, standards, policies and procedures; preparing business correspondence; counseling residents on housing related issues; conducting investigations; handling multiple tasks simultaneously; speaking in public; coordinating special events, educational opportunities and community outreach programs and communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS:Positions in this class typically require fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.