

### Class Concept

This is professional, administrative and supervisory work in implementing the provisions of the North Carolina Retaliatory Employment Discrimination Act (REDA). The Workplace Discrimination Office (WORD) ensures that employers comply with the requirements of REDA by investigating complaints of non-compliance, and, where merit is found in a complaint, facilitating resolution by conciliation, settlement, and litigation or issuance of right to sue letters, and by informing employers of their responsibilities and employees of their rights. The Administrator is responsible for statewide field offices located in geographic districts. The Employment Retaliation Administrator directly supervises Employment Retaliation Investigators and office support staff. Responsibilities include review of the most complex and contentious investigations, recommending litigation and assisting in the preparation of lawsuits. Work is performed independently under the administrative supervision of the Labor Standards Director. Position develops annual plans for case management and program goals, office objectives, policies, and procedures that represent the mission of the office and ensures these plans are compatible with the overall division objectives, employer trends and legal patterns and timelines. Position independently develops, changes and adjusts assignments, work schedules and work flow, working with compliance and intake staff and makes adjustments in operations, organizational design, and standards to respond to changing caseloads or to accommodate special circumstances that surround special investigations involving other Department offices. Position recruits and interviews applicants for vacant positions and makes recommendations for new hires to the Director as well as makes recommendations for staff promotion, salary increases, and/or dismissal.

### Recruitment Standards

#### Knowledge, Skills and Abilities

- Thorough knowledge of the legal aspects of administering the Retaliatory Employment Discrimination Act, and all acts protecting employees in the workplace: the Wage and Hour Act; the Fair Labor Standards Act; Occupational Safety and Health Act; Workers' Compensation Act; Mine and Safety and Health Act; and portions of law protecting against discrimination based on persons possessing sickle cell trait or hemoglobin C trait, genetic testing information, those who participate in the juvenile justice system, or those who serve in the North Carolina National Guard.
- Thorough knowledge of Attorney General's rulings, State and Supreme Court rulings on wage and hour issues, and as applied to the authority of the investigator to subpoena records and conduct audits. Ability to plan, coordinate, and supervise statewide compliance and intake staff.
- Ability to interpret legislation and regulations to advise staff and the public on application of the law. Ability to effectively resolve conflicts and mediate settlement.
- Ability to establish and maintain effective working relationships with employees, employers and their advisors.
- Ability to delegate to investigators and hold them accountable.
- Ability to communicate findings effectively in oral and written form, particularly in relation to the summarization and presentation of case findings to the Attorney General's office.

#### Minimum Education and Experience

Bachelor's degree preferably with a business, industrial or labor relations or law enforcement related degree from an appropriately accredited institution, and six (6) years of experience in discrimination investigations or legal or regulatory investigations, including occupational safety and health investigations, wage and hour or workers' compensation programs, preferably including at least four (4) years of experience as an employment, legal or regulatory investigator and two (2) years of supervisory or administrative experience; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.