

EEO COUNSELOR POSITION DESCRIPTION

The following collateral duties are assigned to this position. These duties, which include continuing orientation and training, occupy approximately 20 percent of the incumbent's time, on average.

MAJOR DUTIES

1. Effectively handle individual complaints/problems on an informal basis, and attempt to resolve them before they reach the formal complaint stage.
2. Responsible for working and communicating effectively with both employees and management.
3. Report, in writing to the EEO Specialist/Manager, the results of inquiries into each case counseled (using employees names only when permitted to do so).
4. Responsible for informing employees of their rights under Title VII of the Civil Rights Law.
5. Submit, in a timely manner, all contacts made with employees on a quarterly basis.

FACTORS

1. Knowledge Required by the Position

Knowledge of the basis for EEO Counseling and its goals, in order to resolve complaints/problems in a timely manner.

Knowledge of inter-group relations within a multi-cultural workforce.

Knowledge of Title VII of the Civil Rights Law, Equal Pay Act, Americans with Disabilities Act, and the Age Discrimination in Employment Act.

Knowledge of the Bureau's Alternative Dispute Resolution (ADR) program.

Basic knowledge of Personnel regulations in regard to Merit Promotion Plans, Uniform Guidelines, Classification, and hiring authorities.

General understanding of the organizational relationships within the Bureau.

Knowledge of case preparation using guidelines provided by the EEO Specialist/Manager.

2. Supervisory Controls

Supervision is provided by the EEO Specialist/Manager who gives general direction, provides guidance, and assists EEO Counselors during the informal stage of the complaint process.

3. Guidelines

Guidelines include verbal and written resources: guides, laws, executive orders, regulations, and instructions relevant to discrimination issues.

4. Complexity

The Counselor must determine when to respond to questions and problems brought to their attention, and when to refer them to the EEO Specialist/Manager. Consultation with the EEO Specialist or EEO Manager is required for complex problems.

When assigned to a complaint, the Counselor begins by discussing the employee's issues with the employee and the employee's supervisor, but must determine what other relevant witnesses need to be interviewed. If the complainant requests anonymity, requests a representative, or presents some other complicating factor, the Counselor must conduct the inquiry within the confines of these factors.

The Counselor must employ negotiating skills to encourage the parties to come to resolution. And when the Counselor recognizes that attempts at informal resolution have failed, the Counselor must inform the complainant of their right to file a formal complaint and conclude the informal stage of counseling.

The Counselor must write detailed reports of the results of inquiry for each case counseled, in a timely manner, and in accordance with the EEO Manger's guidelines.

The Counselor must have good judgment, be objective and fair, and be able to secure the confidence of employees and managers with whom the counselor will be working, in an effort to informally resolve complaints. And the incumbent must have good communication skills, and be sensitive to problems of inter- group relations and individual employees.

5. Scope and Effect

The purpose of the EEO Counselor is to establish an open and empathetic channel through which employees may raise questions, discuss problems, get answers, and seek resolutions connected with the informal stage of the EEO process. The Counselor serves as a bridge between employees and management.

6. Personal Contacts

Contacts are primarily with management and employees within BLM Wyoming, but assignments can come from other BLM Offices, or other agencies. On rare occasion, witnesses may be interviewed that are not government employees.

7. Purpose of Contacts

The purpose of the contacts is to effectively handle complainant problems on an informal basis, and try to resolve them before they reach the formal complaint stage.

8. Physical Demands

Physical requirements are those for any office worker.

9. Work Environment

The work is performed in an office setting. Some routine travel is involved.