

City of Fort Worth, Texas Job Description

Classification Title	Human Relations Coordinator		
Job Code:	PR1660	Job Family:	Professional
Pay Grade	610	Date Created:	08/22/15
FLSA Status	Exempt	Date Revised:	01/27/25

GENERAL SUMMARY

Manages, supervises and coordinates select programs, activities, operations and staff of the Human Relations Unit. Oversees and coordinates the community outreach, public engagement and marketing efforts; and provides administrative support to assigned management.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Conducts ADA required self-evaluations of built-environment, established transportation environment, and programmatic barriers in services. Develops transition plan ~~structural~~ changes to ensure accessibility, and oversees the transition.
3. Handle requests for ADA accommodations and services, provides information about city accessible programs and services, and serves as an ADA resource citywide.
4. Assists in managing the Grant Fund Management program; develops Mayor and Council communications for acceptance of grant monies; and submits voucher requests for drawdown of monies obligated under federal contract.
5. Serves as the primary point of contact for Title VI and ADA related issues, including the monitoring of the ADA email inbox. Updates and maintains the online database of complaints received by the public regarding City facilities, Public-Right-of-Way, and City Programs and Services.
6. Coordinates disability compliance implementation and grievance oversight, as described in ADA Title II mandate.
7. Facilitates the coordination of the ADA Self-Evaluation and Transition Plan reporting.
8. Participates in the development and administration of select areas of the annual budget; forecasts funds need for equipment, materials and supplies; and monitors and approves expenditures.

9. Monitors and evaluates the quality, responsiveness, efficiency and effectiveness of service delivery methods and procedures; works for continuous improvement of citizen responsiveness; and recommends modifications to programs, policies and procedures, as appropriate.
10. Provides staff assistance to Department Director, Mayors Committee for Persons with Disabilities and Human Relations Commission; researches and maintains current knowledge of communications, public engagement, civil rights including fair housing, employment, public accommodations news and trends; and prepares and presents data analysis reports and other correspondence.
11. Responds to requests for information or services from residents, neighborhood organizations, outside agencies, Mayor and Council and other departments.
12. Performs other related duties as required.
13. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

➤ **Knowledge of:**

- Principles and practices of public administration, management, city organization and departmental responsibilities.
- Section 504 of the Rehabilitation Act and the Americans with Disabilities Act (ADA) Title II, Title III and their applications to City government.
- Title VI and transportation regulations.
- ADA Design Standards.
- Policies and procedures of the Federal Department of Housing and Urban Development and the Equal Employment Opportunity Commission.
- City purchasing practices.
- State, local and federal fair housing, employment, public accommodation and other anti-discrimination laws.
- Basic procedures, methods and techniques of budget preparation and control.
- Recent developments, current literature and information related to program management.
- Modern office equipment including computers.
- Crisis, internal and public communication.
- Pertinent Federal, State and local laws, codes and safety regulations.

➤ **Skill in:**

- Registered Accessibility Specialization
- Computers and applicable software.
- Presentation and program facilitation.

➤ **Ability to:**

- Understand and interpret City development ordinances, stipulations, codes, policies and procedures and understand the logic behind them.
- Communicate clearly and effectively, both orally and in writing.

- Monitor and evaluate the effectiveness of current outreach and engagement efforts and make recommendations or propose changes.
- Prepare clear and concise reports.
- Allocate resources in a cost-effective manner.
- Analyze problems, identify alternative solutions and implement recommendations in support of goals.
- Conduct technical and online research and analysis.
- Create operational/instructional manuals, reports, presentations and remarks.
- Recommend and implement goals and objectives.
- Counsel management on communication issues.
- Elicit community and organizational support for program.
- Promote program by implementing and designing marketing and promotional items.
- Interpret and explain City policies and procedures.
- Prepare and administer program budgets.
- Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major course work in public administration, civil engineering, architecture and design, business administration, sociology, or a related field and three years of increasingly responsible experience in ADA and Accessibility compliance, investigation, mediation, and resolution.

OTHER REQUIREMENTS

Valid Texas driver's license.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling and lifting.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Medium work – Depending on assignment, positions in this class typically exert up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and/or up to 20 pounds of force constantly having to move objects.