

REASON FOR THIS POSITION		
1. NEW <input checked="" type="checkbox"/>	2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER (8) <input type="checkbox"/>	3. REPLACES PD NUMBER (8) <input type="checkbox"/>

**POSITION DESCRIPTION
COVER SHEET**

COMMENDED			
4. TITLE Senior Equal Opportunity Specialist	5. PAY PLAN (2) GS	6. SERIES (4) 360	7. GRADE (2) 15
8. WORKING TITLE (Optional)		9. INCUMBENT (Optional) Gregory King	

OFFICIAL						
10. TITLE Senior Equal Opportunity Specialist						
11. PP (2) GS	12. SERIES (4) 360	13. FUNC.(2)	14. GRADE(2) 15	15. DATE (mm/dd/yyyy) 06/18/2004	16. I/A <input type="checkbox"/> yes <input type="checkbox"/> No	17. CLASSIFIER (Name) M.D. Thrash

18. ORGANIZATIONAL STRUCTURE (Agency/Bureau)	
1st U.S. Department of Housing & Urban Development	5th Systemic Investigation Office
2nd Office of the A/S for Fair Housing and Equal Opportunity	6th
3rd General Deputy Assistant Secretary	7th
4th Office of the DAS for Enforcement and Programs	8th

SUPERVISOR'S CERTIFICATION
I certify that this is an accurate statement of the major duties and responsibilities of the position and its organizational relationships and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and that false or misleading statements may constitute violations of such statute or their implementing regulations.

19. SUPERVISOR'S SIGNATURE	20. DATE (mm/dd/yyyy)	22. SECOND LEVEL SUPERVISOR'S SIGNATURE	23. DATE (mm/dd/yyyy)
		<i>Jon L. Gant</i>	1 Feb 04
21. SUPERVISOR'S NAME Hope E. File	24. SECOND LEVEL SUPERVISOR'S NAME Jon L. Gant		
21a. SUPERVISOR'S TITLE Director, Systemic Investigation Office	24a. SECOND LEVEL SUPERVISOR'S TITLE Deputy Assistant Secretary for Enforcement and Programs		

FACTOR EVALUATION SYSTEM						
FACTOR	25. FLD/BMK	26. POINTS	FACTOR	25. FLD/BMK	26. POINTS	
1. Knowledge Required	1-9	1850	6. Personal Contacts	6-4	110	
2. Supervisory Controls	2-5	650	7. Purpose of Contacts	7-4	220	
3. Guidelines	3-5	650	8. Physical Demands	8-2	20	
4. Complexity	4-5	325	9. Work Environment	9-2	20	
5. Scope and Effect	5-5	325	TOTAL POINTS		4170	
					GRADE	GS-15

CLASSIFICATION CERTIFICATION
I certify that this position has been classified as required by Title 5, U.S. Code, in conformance with standards published by the OPM or, if no published standard applies directly, consistently with most applicable published standards.

29. SIGNATURE <i>M. Thrash</i>	30. DATE (mm/dd/yyyy) 8/20/2009
31. NAME Mylene Thrash	31a. TITLE Human Resources Specialist
REMARKS FLSA (Exempt) FPL (GS-15) OPM PCS for 360 dtd 11/80	33. OPM CERTIFICATION NUMBER

MASTER RECORD / INDIVIDUAL POSITION DATA

THIS SIDE TO BE COMPLETED BY THE CLASSIFIER

A. KEY DATA

1. NCTION (1) A/C/D/I/R	2. DEPT. CD./AGCY-BUR-CD. (4) HU83	3. SON (4) 4400	4. MR. No. (6)	5. GRADE (2) 15	6. IP NUMBER (8)
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B. MASTER RECORD

1. PAY PLAN (2) GS	2. OCC. SER. (4) 360	3. OCC. FUNC. CD (2)	4. OFF. TITLE CD (6)	5. OFF. TITLE (38) Senior Equal Opportunity Specialist		
6. HQ. FLD. CD (1) 1 = HQ 2 = FLD 2	7. SUP. CD. (1) 1 = Sup. SGEG 3 = Mgr. SGEG 4 = Sup. CSRA 8	5 = Mgmt. CSRA 6 = Leader LGEG 8 = All Others	8. CLASS. STD. CD. (1) X = New Std. Applied Blank = NA	9. INTERDIS. CD (1) N = No Y = Interdis.	10. DATE CLASS (mm/dd/yyyy) 6/15/2004	
11. EARLY RET. CD. (1) 1 = Primary 3 = Foreign Svc. 2 = Secondary Blank = NA		12. INACT/ACT (1) 1 = Inactive A = Active	13. DATE ABOL. (mm/dd/yyyy)	14. DATE INACT/REACT (mm/dd/yyyy)	15. AGCY. USE (10)	
16. INTERDIS. SER. (40)						
(4)	(4)	(4)	(4)	(4)	(4)	(4)
17. INTERDIS. TITLE CD. (50)						
(5)	(5)	(5)	(5)	(5)	(5)	(5)

C. INDIVIDUAL POSITION

1. FLSA CD. (1) E = Exempt N = Nonexempt E	2. FIN. DIS. REQ. (2) 0 = None 3 = SF278 1 = CD219 4 = AD392 2 = CD220 5 = SF849	3. POS. SCHED. (1) A = Sched A O = Excepted but not A, B, C B = Sched B C = Sched C	4. POS. SENS (3) IN 0 = Nonsensitive 1 = Noncritical 2 = Critical Sensitive	5. COMP. LVL. (4) 9999						
6. WK. TITLE CD. (4)		7. WK. TITLE (38)								
8. PRG. STR. CD. (18) (example *83 - 07 - 01 - 0200 - 08 - 19 - 00 - 00*)										
st	2nd	3rd	4th	5th	6th	7th 8th				
9. VAC. REV. CD. (1) 0 = Position Action No Vacancy A = No Change				B = Lower Grade C = Higher Grade D = Different title and/or Series E = New Position/New FTE						
10. TARGET GC. (2)	11. LANG. REQ. (2)	12. PROJ. DTY IND. (1) Blank = NA Y = Yes	13. DUTY STATION (9) State (2) City (4) County (3)		14. BUS. CD. (4)	15. DATE LAST AUDIT. (mm/dd/yyyy)	16. PAS. IND. (1) Blank = NA 1 = PAS	17. DATE EST. (mm/dd/yyyy) 6/15/2004		
18. GD. BASIS. IND. (1) 1 = Rev. when vacant 2 = Impact of Person 3 = Sup/SGEG				4 = Sup./Program 5 = RGE 6 = Policy Analysis GEG		7 = Equipment Development Guide 8 = Agency Use 9 = Agency Use ALPHAS = Agency Use		19. DATE REQ. REC. (mm/dd/yyyy)	20. NTE. DATE (mm/dd/yyyy)	21. POS. ST. BUD (1) Y = Perm N = Other
22. MAINT. REV./CLASS. ACT. CD. (2) (1st Digit = Activity and 2nd Digit = Results)										
Normal Act			Maintenance Review Act			Results				
3	1 = Desk Audit	5 = Desk Audit	3			1 = No Action Req.	5 = Series Change	9 = Other		
	2 = Sup. Audit	6 = Sup. Audit				2 = Minor PD Change	6 = Pos. Upgrade			
	3 = Paper Rev.	7 = Paper Rev.				3 = New PD Req.	7 = Pos. Downgrade			
	4 = PME/Activity Rev.	8 = Panel Rev.				4 = Title Change	8 = New Pos.			
23. DATE EMP. ASGN. (mm/dd/yyyy)	24. DATE ABOL. (mm/dd/yyyy)	25. INACT/ACT (1) 1 = Inact. 2 = Act.	26. DATE INACT/ACT (mm/dd/yyyy)		27. ACCTG. STAT. (4)	28. INT. ASGN. SER. (4)	29. AGCY USE (8)			
30. CLASSIFIER'S SIGNATURE								31. DATE (mm/dd/yyyy)		
32. REMARKS										

**Systemic Investigations Office
Senior Equal Opportunity Specialist
GS-360 -15**

INTRODUCTION

This position is located in the Office of Fair Housing and Equal Opportunity (FHEO), General Deputy Assistant Secretary, Office of the Deputy Assistant Secretary for Enforcement and Programs, Systemic Investigation Office (Atlanta, GA). The Systemic Investigations Office is responsible for identifying, coordinating, conciliation and otherwise managing the investigations of systemic complaints, Secretary-initiated investigations, complaints involving novel and/or complex issues and high profile complaints. The Systemic Investigations Office is also responsible for the initiation of compliance reviews for recipients of Federal financial assistance.

Issues include design and construction of multifamily housing, reasonable modifications, mortgage lending, homeowners' insurance and zoning and land use. The issues raised in these complaints often are novel or complex and raise legal and policy issues of national importance. The results of these investigations are likely to establish legal precedents that have national implications which will further fair housing goals consistent with the Department's national priorities.

The incumbent has responsibility for assisting the Director in the Office of Systemic Investigations, and is responsible for coordinating and planning systemic investigations. The incumbent provides support to the FHEO HUB Directors in processing systemic, Secretary-initiated and novel and/or complex complaint investigations.

APPLICABLE LAWS/REGULATIONS

Applicable laws and implementing regulations include Title VIII of the Civil Rights Act of 1968, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990, Section 109 of the Housing and Community Development Act of 1974 and E.O. 11063.

MAJOR DUTIES AND RESPONSIBILITIES

The incumbent assumes responsibility for the planning, coordinating and overall investigation of high profile complaints. The incumbent has responsibility for identifying potential systemic, Secretary-initiated and Pattern or Practice cases in coordination with the regional offices.

The incumbent assists the Director in overseeing the activities of the Systemic Investigations Office.

The Senior Equal Opportunity Specialist assists the Systemic Investigations Office in achieving quality and in-depth investigations to strengthen enforcement activity, increase homeownership and remedy systemic housing discrimination. Assists the Director in

establishing goals, objectives and activities for the Office, including identifying training needs.

Formulates and implements policies and discharges responsibilities regarding Systemic and Secretary-initiated cases. These complaints are regarded as complex, controversial, and sensitive fair housing civil rights cases.

Reviews and assess cases from FHEO Regional and Field Offices for possible systemic implications and recommends processing in the application of FHEO policy.

Develops guidance for Headquarters and FHEO Field Office staff in analyzing systemic investigative processes and preparing determinations.

Develop standards, regulations, rules, guidelines, and handbooks for the implementation of Title VIII of the Civil Rights Act of 1968, and other civil rights laws enforced by the Department.

Identifies problems or issues and recommends solutions to senior FHEO management on the handling, processing and resolution of matters affecting FHEO investigative activity.

Conducts special and complex on-site evaluations and reviews performance activities of enforcement and program staff to determine if activities being carried out are in accordance with national policy, directives, rules and regulations and prepares reports relating to such activities making recommendations to remedy deficiencies or to achieve greater efficiency in the program.

Conducts systemic housing discrimination complaints, which affect large numbers of minorities and women, or which have been in effect for a substantial period of time, resulting in institutional or flagrant housing discrimination pattern of practices.

Interview complainants and witnesses to obtain evidence relevant to the allegations of discrimination.

Prepares final investigative reports, critically analyzing evidence, and making findings and recommendations.

Assists in the processing, investigation, and conciliation of housing discrimination complaints of an extremely complex or sensitive nature such as those involving widespread land use, conflicting or potentially unenforceable local occupancy and zoning codes, handicap access under multiple authorities, residential financing and brokerage and appraisal, practices, and prepares memoranda raising issues concerning jurisdictional and other legal questions for presentation and consultation with counsel, as needed.

Acts as a liaison and coordinates with other FHEO staff, Department staff, and agencies, to effectively carry out the functions of the Division. Addresses cross-program issues and establishes contacts within the program offices to ensure that the Department's mission is being carried out from all perspectives.

Develops directives and guidelines for FHEO Field Offices and Headquarters staff on particularly difficult and complex systemic investigations and conciliation. Represents the Department as the technical expert in those investigations and conciliations involving corporate officials in the housing industry operating extensive facilities or involving multi-state operations and which require comprehensive investigative facilities and conciliation skills as well as expertise and knowledge of current Federal and state court decisions affecting the fair housing law. These cases, when completed, are to be considered models in the development of training materials for staff and, as such, must display superior skill and ability in the investigation analysis, or conciliation of the same.

Ensures that all written products that respond to systemic case-related issues, as well as sensitive and critical correspondence concerning statutory responsibilities, including Congressional inquiries, and requests for reviews of determinations are completed timely and are substantively accurate.

Consults and meets with officials of the Department of Justice in matters where there is involvement of both Departments to assure consistency of approach in formulating and drafting remedies.

Consults and meets with officials of the U.S. Department of Justice, U.S. Department of Agriculture, Veterans Administration, Small Business Administration and other Departments and agencies with housing programs to assure uniform and effective enforcement of Title VIII, Executive Order 11063 requirements and the development of affirmative and consistent policy relating thereto.

Drafts policy papers having national impact in relation to systemic cases, or in relation to the elimination of housing discrimination and draft responses to Congressional inquiries defining HUD policy with respect to the assigned responsibilities of the Branch.

Consults in the development of legislative proposals and required justification, which are identified as necessary to carry out planned activities of the Office.

Prepares testimony for Congressional hearings regarding budget proposals related to the work of the Office.

Assists in the development of the Systemic Office's component of the Management Plan, Budget and other management instruments.

Prepares formal comments, or otherwise makes substantive recommendations with respect to proposed legislation, regulations, guidance or policy affecting HUD's fair housing and equal opportunity programs and obligations.

Factor 1. Knowledge Required by the Position

A mastery of the concepts and principles of the field of equal opportunity is necessary to administer and manage a broad jurisdictional program to identify and recommend solutions for particularly broad and complex equal opportunity problems as well as the enforcement

of the applicable civil rights statutes. Outstanding mastery of equal opportunity is typically demonstrated by the following:

-An expert on all aspects of FHEO related to HUD programs, communities being served in the jurisdiction, disadvantaged groups, and Federal, state and local government administrative processes by which civil rights laws are implemented; and is recognized as having skill in developing significant new, broad jurisdictional programs which will have a deep impact on disadvantaged groups in terms of better housing, living environment, employment and business opportunities.

-Broad and in depth knowledge of all housing, public housing and community development programs, particularly knowledge of the program requirements as related to FHEO. Based on this knowledge, recommends approval or disapproval of proposals for agency-funded programs after technical evaluation of the proposal's compliance with fair housing and equal opportunity laws, regulations, and policies. Provides technical assistance to private developers, housing authorities, local governments and other recipients of, or applicants for, agency program funds to assist them in meeting the FHEO requirements of the program.

- Expert knowledge of laws, regulations and procedures governing civil rights.
- Highly developed skill in fact finding, analysis, formulating and presenting recommendations, negotiating resolutions of strongly contested issues, in oral and written communication. Must possess skill in analyzing the causes and effects of discrimination, and in formulating corrective actions.

Mastery knowledge of basic laws, rules, regulations and statutes prohibiting discrimination in housing, employment, and business opportunities as related to the requirements of FHEO.

Skill in the performing complex investigations.

Detailed knowledge of the geographical areas being served. This includes a knowledge of the local government and business institutions, as well as social and economic factors that apply to FHEO issues.

Ability to evaluate programs of civil rights compliance in housing to make an assessment of work activities and to draw valid conclusions.

Factor 2 - Supervisory Controls

The incumbent serves under the general supervision of the General Deputy Assistant Secretary. The incumbent is responsible for independently carrying out assignments. The incumbent functions independently on a project basis in planning and managing assignments, independently determining the proper scope of the project, the methods to be used to achieve the objective and discusses only unusual situations with the supervisor. Work products are considered technically authoritative and are normally accepted without

change. Policy recommendations are reviewed in terms of overall Departmental goals, objectives and policies.

Factor 3. Guidelines

Guidelines include applicable laws, administrative and court-precedent decisions, and policy statements that are broadly stated. The incumbent performs independent research using his/her own methodology in reaching findings and in recommending programs and/or policy changes.

Independent seasoned judgment is needed to apply broad equal opportunity principles to very complex and unique socio-economic and political factors affecting the delivery of HUD programs.

The expert uses judgment and ingenuity in adapting policies to solve extremely complex problems and in developing new methods for use by FHEO staff.

Factor 4 - Complexity

Assignments are to conduct, investigate and recommend decisions on highly complex and broad investigations of complaints of discrimination and to perform compliance reviews of fair housing policies, and practices of recipients of federal monies. Assignments typically involve difficult, complex, important and sensitive matters that require a thorough analysis.

The organization is highly complex with multiple layers of management, many programmatic areas, and a wide variety of difficult FHEO problems that have been particularly resistant to past efforts in solving.

Decisions in this work regarding what needs to be done include major areas of uncertainty in approach, methodology or interpretation and evaluation of the process. A diversity of complex factors such as housing and population trends, employment patterns, housing discrimination and political issues must be evaluated in the decision making process.

Factor 5. Scope and Effect

The purpose of the work is to oversee a comprehensive FHEO program which includes an enforcement system, investigation function, and providing consulting services to management for FHEO on a broad range of FHEO issues - including systemic problems which have been particularly resistant to past efforts at solution.

The work results in resolution of individual discrimination cases. These results are based on the presentation of factual information to be used in arriving at a judicial conclusion.

The work results in resolution of a wide variety of problems. These include individual or class action discrimination complaints, elimination of systemic barriers to equal opportunity, in housing and community services, and elimination of widespread illegal practices in public or private areas that are supported with Department funds.

The work results in substantially improved opportunity for employment, housing, business opportunity, community development, and other services and benefits for classes of persons who otherwise would have less than equal opportunity.

Additionally the purpose of the work is to provide expert guidance and superior technical assistance and or advice in fair housing and equal opportunity matters within the geographical area served.

Factor 6. Personal Contacts

The contacts include Governors, State legislators, county and city officials, department heads, heads of housing authorities, heads of industry association (e.g., real estate, construction, banking), union leaders, legal representatives, community and civil rights leaders, as well as a variety of management in HUD and other Federal agencies.

Factor 7. Purpose of Contacts

The purpose is to negotiate or conciliate resolutions to highly controversial or major issues, or to communicate, justify, or defend decisions on major controversial issues.

The incumbent regularly negotiates with officials and legal representatives of local jurisdictions and others concerning those aspects of agency funded programs and projects that have an impact on fair housing or equal opportunity. These negotiations typically involve issues that are important because of their significant economic impact and local political sensitivity. Many issues are strongly contested, but incumbent must maintain firmness, objectivity, maturity and a high degree of professionalism in bringing difficult issues to a reasonable and sound resolution. The purpose of contacts with Department program managers is to create awareness, to identify major FHEO problems and concerns and to seek workable solutions and to make recommendations to management on the approval or disapproval of assistance for HUD funded organizations; to advise and counsel FHEO management and others of potential major problems affecting Department policies and goals.

Contacts sometimes are hazardous because individuals or members of extremist groups (e.g., Ku Klux Klan, American Nazi Party, etc.) may be in attendance and often incite individuals or groups to violent actions directed at those who have the responsibility for enforcing civil rights laws.

Factor 8. Physical Demands

The physical and psychological demands of this position can create a great degree of mental stress and physical fatigue. Walking, standing, bending, driving and flying long distances are required of the incumbent. Negotiation and conciliation sessions are often protracted.

Factor 9. Work Environment

Work is generally performed in offices and conference rooms, and includes visits to field offices and Headquarters that involve everyday risks and discomforts and require normal safety precautions. There are numerous accounts of attacks on civil rights officials who were injured while on official busing

**POSITION CLASSIFICATION
EVALUATION STATEMENT**

Position Title, Series and Grade: Senior Equal Opportunity Specialist, GS-360-15

Organizational Location: Department of Housing and Urban Development
Office of Fair Housing and Equal Opportunity (FHEO)
Office of the Deputy Assistant Secretary for Enforcement
and Programs
Systemic Investigation Office (Atlanta, GA)

Reference: OPM PCS, Equal Opportunity Compliance Series, TS-49,
GS-360, dated November 1980

Background:

The Systemic Investigation Office is responsible for identifying, coordinating, conciliation and managing investigations of systemic complaints, Secretary-initiated investigations, complaints involving novel and/or complex issues and high profile complaints. In addition, this office has the responsibility for initiating compliance reviews for recipients of Federal financial assistance.

Title and Series Determination:

The incumbent assists the Director and serves as an expert in coordinating and planning systemic investigations of high profile complaints. In assisting the Director, the incumbent establishes goals, objectives and activities for the Office.

Incumbent also has responsibility for providing support to the FHEO HUB Directors in processing systemic, Secretary-initiated, novel and complex complaint investigations. He/She develops guidance for Headquarters and FHEO Field Office staff in analyzing systemic investigative processes and preparing determinations. Incumbent oversees the activities of the Systemic Investigations Office and assists in achieving quality and in-depth investigations, increase homeownership and remedy systemic housing discrimination.

The Equal Opportunity Compliance Series includes positions that perform such work as fact-finding, analysis, writing, and applying civil rights or equal opportunity principles to identify and/or solve problems. Positions may also be involved in investigating and conciliating allegations of discrimination; identifying systemic or institutional barriers to equal opportunity; reviewing, evaluating, and enforcing equal opportunity compliance by Government contractors and other recipients of public funds; proposing or implementing solutions to problems when the work involves a high degree of analysis; or performing similar work requiring equivalent qualifications.

The title, which denotes an immediate understanding and identification of the job and the series, is Senior Equal Opportunity Specialist, GS-0360.

Grade Determination:

The grade level of this position is evaluated by application of the nine factors in the standard.

Factor 1. Knowledge Required by the Position

Level 1-9, 1850 pts.

The incumbent is considered a technical expert. He/She develops standards, regulations, rules, guidelines, and handbooks for the implementation of Title VIII of the Civil Rights Act of 1968, and has mastered laws and regulations pertaining to other equal opportunity laws, such as, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990, Section 109 of the Housing and Community Development Act of 1974 and E. O. 11063. Incumbent assists in the development of the Systemic Office's component of the Management Plan, Budget and other management and administrative instruments and processes. Incumbent possesses expert-level knowledge of laws, regulations and procedures governing civil rights. Incumbent consults with DOJ officials, and other Departments and agencies with housing programs to assure uniform and effective enforcement of Title VIII, Executive Order 11063 requirements and the development of affirmative and consistent policy relating to those laws and the application of the laws. Assignments typically involve difficult, complex, important matters. Many difficult fair housing equal opportunity problems have been particularly resistant to past efforts in solving, however, as the fair housing equal opportunity expert, the incumbent uses judgment and ingenuity in adapting policies to solve complex problems; and in developing new methods for use by FHEO staff.

Factor Level 1-9 is assigned because at this level, incumbent possesses a mastery of principles and concepts of equal opportunity; a thorough knowledge of laws, and legal principles; broad knowledge of legal and administrative processes that implement these laws, and skill in developing new solutions to systemic problems that are long-standing and have been resistant to equal opportunity.

Factor Level 1-8 is exceeded since at this level, the incumbent has to have knowledge of only a major area of the field of equal opportunity in contrast to a broad knowledge of the entire field of equal opportunity as it pertains to fair housing.

Factor 2. Supervisory Controls

Level 2-5, 650 pts.

The incumbent works under the general guidance of the General Deputy Assistant Secretary. The incumbent plans and manages assignments independently on a project basis, determining the scope of the project and the methods needed to achieve the objectives. As an expert in the area of equal opportunity compliance, the work is generally considered technically authoritative and work is accepted without change.

The supervisory controls compares favorably to Level 2-5, where the employee is a recognized technical authority in the area of the work and is responsible for independently planning,

designing, and carrying out assignments after missions or functions are defined by the supervisor.

The level of responsibility exceeds Level 2-4, where the supervisor sets the objectives, establishes the resources available, and in consultation with the employee, develops deadlines, intended objectives and the work to be accomplished. Supervisory guidelines at this level do not require the employee to be a technical expert and thus, Factor Level 2-4 is exceeded for this position.

FL 2-5 is assigned.

Factor 3. Guidelines

Level 3-5, 650 pts.

The incumbent applies applicable laws and regulations such as Title VIII of the Civil Rights Act of 1968, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990, Section 109 of the Housing and Community Development Act of 1974 and E. O. 11063. Incumbent also has expert knowledge of current Federal and State court decisions affecting the fair housing law. These guidelines set the perimeter of major compliance decisions. Independent, seasoned judgment and ingenuity is applied to adapt these broad equal opportunity laws, policy, rules and regulations to solve extremely complex problems. Incumbent is an expert in developing methods for use by Fair Housing Equal Opportunity staff.

Factor Level 3-5 is assigned. At this level, guidelines are broadly stated and nonspecific and the specialist has to apply applicable laws, executive orders, court decisions, etc., and apply extensive interpretation, sound judgment and ingenuity in developing new policies and guidelines to make decisions in compliance areas.

The guidelines exceed Level 3-4 where guides are available but oftentimes are inadequate and require an employee to apply resourcefulness in redefining them, or deviating from traditional principles and practices to complete assignments.

Factor 4. Complexity

Level 4-5, 325 pts.

HUD is a very complex agency with multiple levels of management, many programmatic areas, and a wide variety of difficult fair housing equal opportunity problems and the incumbents' assignments are difficult, complex, highly sensitive and extremely important to the mission of the agency. Incumbent conducts special and complex on-site evaluations to determine if compliance activities are being carried out according to national policy, directives, laws, rules, and regulations. Incumbent assists in the processing, investigation, and conciliation of housing discrimination complaints that are extremely complex and sensitive such as those involving widespread land use, conflicting or potentially unenforceable local occupancy and zoning codes, handicap access under multiple authorities, residential financing, brokerage, appraisal and practices. Decisions regarding what needs to be done include uncertainty in approach, methodology, interpretation and evaluation of the process.

FL 4-5 is assigned. At this level, wide varieties of assignments are completed individually or as a team leader. A broad range of fact-finding and analytical techniques requiring decisions in interpreting complex situations in the law, regulations, or policy is required. Decisions regarding what must be done include major areas of uncertainty.

Level 4-4 is exceeded in that typically at this level, assignments include varying duties performing analysis of broad policies and practices of complex organizations to solve complex problems. Decisions at this level include planning the assignment so that facts and issues are adequately covered; methods and approach to problems are modified, and facts from a vast body of information are adequately sorted.

Factor 5. Scope and Effect

Level 5-5, 325 pts.

Incumbent conducts systemic housing discrimination complaints, which affect large numbers of minorities and women, or which have been in effect for a long period of time and has resulted in institutional or flagrant housing discrimination practices. Incumbents' work results in the resolution of these discrimination cases and in resolving many problems. These include individual or class action discrimination complaints, elimination of systemic barriers to equal opportunity and elimination of widespread illegal practices in areas that are supported with Department funds.

FL 5-5 is assigned. At this level, the purpose of the work is described as eliminating major barriers to equal opportunity or as having a major impact on the equal opportunity of persons covered by law or regulation. Typically, the work affects the rights or economic welfare of entire classes of persons served by the institution involved.

FL 5-4 is exceeded since at this level, the work involves the solution of difficult and unyielding equal opportunity problems through systemic enforcement efforts. Work at this level result in resolving a variety of problems as it affects the equal opportunity of many persons.

Factor 6. Personal Contacts

Level 6-4, 110 pts.

Personal contacts are with officials of the Department of Justice, Department of Agriculture, Veterans Administration, Small Business Administration, State Governors, State legislators, county and city officials, heads of industry associations, union leaders, legal representatives, civil rights leaders, and a variety of top HUD management officials. Contacts at this level are for a variety of reasons, such as, assuring uniform and effective enforcement of laws and policy, negotiating/defending major controversial issues.

The Level 6-3 is exceeded since contacts at this level are described as agency contacts, management officials and representatives of public, private, and other agencies. Contacts are at the employee's workplace or other locations available to persons contacted.

FL 6-4 is assigned.

Factor 7. Purpose of Contacts

Level 7-4, 220 pts.

The incumbent negotiates or conciliates resolutions on major HUD equal opportunity issues whose importance arises out of significant economic impact and political sensitivity. Many of these issues are vehemently contested which in effect requires the incumbent to be firm, objective, mature, and maintain his/her professionalism in resolving these difficult or highly volatile issues.

This exceeds FL 7-3 where the purpose is to negotiate on procedural points or to conduct formal interviews to question persons or to persuade them.

FL 7-4 is assigned.

Factor 8. Physical Demands

Level 8-2, 20 pts.

Incumbent endures many and frequent stressful physical demands from having to fly often and to fly long distances; and psychological stressful demands are brought about by long and laborious negotiation and conciliation sessions.

The physical demands exceed FL 8-1 since at this level, no special physical demands are involved in performing normal office work.

FL 8-2 is assigned.

Factor 9. Work Environment

Level 9-2, 20 pts.

Factor Level 9-2 is assigned because the incumbent is exposed to personal harm from physical attacks from extremist groups such as, Ku Klux Klan, American Nazi Party, etc. These groups may incite individuals or groups of individuals to violent action directed at the employee, who these groups believe to have the responsibility for enforcing civil rights laws.

Total Points = 4170

Final Determination: The total point score for all factors is 4170. Based on the Grade Conversion Table, a range of 4055 points and up equate to GS-15. This position is correctly classified as a Senior Equal Opportunity Specialist, GS-360-15.