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| Job Title: | IN-ICRC-Intake Specialist | **Region :** | State of Indiana |
| Position Type: | Contract | Job Code/ Req#: | 754581 |
| Location: | Onsite  **Worksite Address:**  Indiana Civil Rights Commission 100 North Senate Avenue, Room N300 Indianapolis, IN 46204 | **Agency Interview**  **Type:** | In person only |
| **Req. Status:** | Open | **Start Date:** | 01/20/2025 |
| **Expenses Allowed** | No | **End Date:** | 01/19/2026 |
| **No.of Openings** | 1 | **No New Submittals After :** | 01/08/2025 |
| **Max.Submmitals by Vendor Opening :** | 2 | **Send Resume to :** | resumes@taurusbiz.com |
| **Level/Salary Range :** | $23/hr on C2C |  |  |
| **Requisition Description** | | | |
| **Short Description:** Candidate provides timely, appropriate and professional responses to all public contact with the Commission. Intake/Case Control staff shall answer questions, makes referrals, draft complaints and forward calls to appropriate Commission staff.  **Complete Description:**  Candidate provides timely, appropriate and professional responses to all public contact with the Commission. Intake/Case Control staff shall answer questions, makes referrals, draft complaints and forward calls to appropriate Commission staff.  The Intake/Case Control staff serves as a professional staff member within the Commission and provides a front-line response to the public for questions and issues concerning the  Commission.  This position requires a strong level of organization as well as interpersonal skills, integrity and sound judgment. The candidate is privy to sensitive and highly confidential information and receives instructions for new and complex tasks.  Responsibilities include but are not limited to the following  • Respond to online inquiries regarding the filing of complaints  • Effectively interview potential Complainants  • Analyze and summarize information received from online inquiries  • Prepare investigative work case files for investigations  • Send Notice of Complaints and interrogatories to relevant parties  • Provides excellent customer service, via telephone and in person  • Responsible for monthly reporting  • Analyze and apply relevant laws to establish jurisdiction over cases for ICRL enforcement areas  • May be responsible for drafting appropriate motions before the Commission, including, but  not limited to administrative dismissals and default orders  • Research databases for correct contact information for relevant parties and witnesses  • Other duties as assigned  **Preferred Experience**  • Practical knowledge of the Indiana Civil Rights Law and Federal Civil Rights Laws  • Ability to interpret, analyze and apply the laws appropriately and relevantly to areas covered by the Civil Rights Law  • Ability to interpret and apply Commission policies and procedures as they relate to the charges of discrimination filed  • Interpersonal skills, especially when dealing with the public  • Detail orientated work ethic  • Strong organizational skills with the ability to manage various projects simultaneously  • Working knowledge of computers and Microsoft Office Suite  • Ability to type with speed and accuracy  • General knowledge of functions of other departments and agencies and their relationships to the intake/case control division  • Ability to communicate effectively and ability to establish cooperative work relationships  **Required/Desired Skills**   |  |  |  |  | | --- | --- | --- | --- | | **Skill** | **Required /Desired** | **Amount** | **of Experience** | | Minimum 6 months of administrative experience | Required | 6 | Months | | HS diploma or GED required | Required |  |  | | Previous legal course work, paralegal type coursework | Required |  |  | | Working knowledge of computers and Microsoft 365 | Required |  |  | | Ability to effectively communicate, both orally and in writing | Required |  |  | | Practical knowledge of the Indiana Civil Rights Law and Federal Civil Rights Laws | Required |  |  | | Ability to type with speed and accuracy | Required |  |  | | Ability to interpret, analyze and apply the laws appropriately and relevantly to areas covered by the Civil Rights Law | Highly desired |  |  | | Ability to interpret and apply Commission policies and procedures as they relate to the charges of discrimination filed | Highly desired |  |  | | Strong organizational skills with the ability to manage various projects simultaneously | Highly desired |  |  |   **Questions:**   |  |  | | --- | --- | |  | **Description** | | **Question 1** | Absences greater than two weeks MUST be approved by CAI management in advance, and contact information must be provided to CAI so that the resource can be reached during his or her absence. The Client has the right to dismiss the resource if he or she does not return to work by the agreed upon date. Do you accept this requirement? | | **Question 2** | Please list candidate's phone number and email address. | | **Question 3** | Please list the city and state where candidate currently resides. | | **Question 4** | This is a full time, on-site, position working 37.5 hours per week. Monday-Friday. There are two possible schedules based on Agency needs 8am-4:30pm and 8:30-5pm. Do you accept this requirement? | | **Question 5** | There will be a $10 (must be paid in cash) contractor badge fee required on day 1 of the assignment. Do you accept this requirement? | | **Question 6** | Resume must detail how the practical knowledge of the Indiana Civil Rights Law and Federal Civil Rights Laws was acquired. Is this detailed in the  resume or in a separate document? | | | | |
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| Reviewed By: | Swathi G | Date: | 01/02/2025 |
| Approved By: | Ram S | Date: | 01/02/2025 |
| Last Updated By: | Swathi G | Date/Time: | 01/02/2025 |