



Human Rights Commission
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EXECUTIVE STAFF ASSISTANT

Application Deadline Date: 11/8/2022
Department: Vermont Human Rights Commission
Location: Montpelier, VT, US
Position Type: Exempt
Schedule Type: Full Time
Hourly Rate: \$23.55

Job Duties: The primary responsibility of this position is to receive, analyze and respond to inquiries regarding potential complaints of discrimination. It also includes traditional administrative support staff duties and other duties as assigned by the Executive Director.

Major responsibilities include:

Case Management

- Receiving and processing intake calls and inquiries by mail and email, and maintaining electronic intake logs.
- Analyzing and applying fact patterns supplied by potential complainants, making an initial determination as to whether each inquiry is within the VHRC's jurisdiction, and drafting discrimination complaints for review and approval by the Commission's Executive Director.
- Sending correspondence to parties.
- Managing electronic case files and maintaining a record of all cases at the HRC.
- Aggregating and reporting case-related data through annual reports and in response to inquiries from the parties.

Office Management

- Responding to public records request in an efficient and timely manner as the public records custodian.
- Serving as the administrative assistant to Commission staff and Commissioners.
- Answering the main telephone line, answering emails, and providing information and referral services as necessary.
- Providing administrative support for monthly Commission meetings by preparing materials and overseeing scheduling with parties and attorneys.
- Keeping minutes and maintaining records of Commission meetings.

- Serving as vendor liaison and processing invoices for payment.
- Assisting Executive Director in reviewing annual contracts for compliance and accuracy.
- Publishing news and updates to the VHRC's public website.
- Managing the day-to-day logistics of running a small office including procuring office supplies and other materials, maintaining equipment, troubleshooting technology issues and other duties as necessary and as assigned.

Technology Skills

- Database development and management experience.
- Website development and management experience.
- Data entry for federal grants
- Creating and maintaining systems for tracking cases, data analysis for statistics and outreach reporting
- Serving as Records Officer and VSARA liaison.

Working Conditions:

Duties are performed primarily in a hybrid remote setting. The Executive Staff Assistant will be required to work from the Montpelier office at least two days a week. In and out of state travel occasionally required for training and outreach. Incumbents must be adaptable, able to multi-task, handle difficult callers with compassion and work within tight time-limits.

Minimum Qualifications:

Associate's Degree, Bachelor's Degree or three years of demonstrated relevant experience.

Knowledge, Skills and Abilities:

- Sound analytical skills and the ability to learn the fundamentals of the laws enforced by the VHRC.
- Strong and effective writing skills.
- Excellent organizational skills.
- Strong interpersonal skills and an ability to manage conflict.
- Ability to multi-task while paying great attention to detail.
- Proficient computer skills including Microsoft Office (WORD, Excel, Access, etc.) and other commonly used software programs.
- Ability to maintain confidentiality of case materials as required by state law.
- Ability to work well both autonomously and as a team member in a small office setting.