



CITY OF MINNEAPOLIS

Director HR Internal Workplace Investigations

Position Profile

ABOUT THE CITY OF MINNEAPOLIS

The City of Minneapolis is the largest city in Minnesota and nationally recognized as a progressive city with a strong economy and a highly engaged and diverse populace. Minneapolis is well positioned for continued growth and prominence.

Learn about what makes Minneapolis great.
www.minneapolis.org/visitor

OUR WORKFORCE

Our city operates with a Mayor-Council form of government. The Mayor and 13 City Council members from individual wards are elected for concurrent four-year terms. Department heads are nominated by the Mayor and appointed by the Executive Committee. The City Coordinator is responsible for the administrative operations of the City. The City's annual budget is \$1.5 billion, and there are more than 4,000 employees. The Human Resources Department's portion of the budget is approximately \$8.5 million.



City of Minneapolis employees faithfully serve the residents, businesses and visitors of the City every single day. Some jobs are more visible in the community while some are behind the scenes, but each employee at the City plays a role in keeping Minneapolis a vibrant place that tops many lists. Our employees look for ways to keep Minneapolis at the leading edge, offering services and policies that are more comprehensive, inclusive and progressive than the vast majority of cities. Our employees are a key reason why Minneapolis is a place where all people have an equitable opportunity for success and happiness.



Our purpose, to serve the residents, businesses and visitors of Minneapolis is at the foundation of everything we do. It shapes our priorities, our work, and our culture. It drives our employees to look for new ways to serve, creating an innovative and engaged culture.

The employees of the City of Minneapolis are aligned for a singular purpose - to serve our community.

THE DEPARTMENT

The Human Resources Department provides comprehensive people strategies in alignment with the City's vision and goals. We work hand in hand with leaders to provide innovative, value-added Human Resources solutions to our 23 City departments. We recruit and retain great people to the City and help employees do their best work. We create policies, practices and processes designed to promote equity and fairness in employee decisions that impact our diverse workforce. Applying best practices within a complex environment that is comprised of union and non-union employees that span a diverse range of job functions - from firefighters and accountants, to water treatment operators and inspectors -- is the hallmark of what we do.

MISSION STATEMENT

To attract and engage the best workforce to serve our community.

THE POSITION The Director of Internal Workplace Investigations manages and leads the City's internal workforce investigations program. In collaboration with City leadership, the position works to ensure an enterprise-wide work environment that is ethical, respectful, and free of discrimination and harassment.

- JOB DUTIES**
- Manage complaints and investigations related to protected class (discrimination, harassment, and retaliation), ethics and fraud.
 - Oversee, manage, and participate in the investigation process end-to-end (complainant intake meeting, background research, investigative interviews, write and present summary report at debrief meeting).
 - Supervise, manage, and assign internal or external investigators based upon the complexity and scope of the complaint. Provide necessary training and direction, and evaluate performance of internal Workplace Investigations staff.
 - Manage external investigator contract process to include initial research, recommendations and contract execution, maintenance, and renewal.
 - Manage the process for presenting investigatory results to City leaders (Need to Know meetings), ensure reports are thorough, answer all investigative questions, and provide sufficient information for the group to reach a conclusion.
 - Manage requests from the City Attorney's Office for litigation preparation. Research Human Resources Investigative Unit records and provide investigative data and materials, as required.
 - Appear for depositions and as a witness for the City in litigation for protected class investigations.
 - Manage the record keeping function for Investigations, to include electronic and physical materials, and ensure accuracy and availability of data.
 - Review and revise current and future related policies, procedures, and processes. Ensure effective communication and training on any changes.
 - Serve as an effective and trusted resource on a variety of investigative matters. Provide advice and non-legal counsel to City leadership and stakeholders on the investigative process and determining which allegations should be investigated.
 - Provide guidance, coaching and advice to leaders, managers, and supervisors regarding the establishment of an ethical, respectful and discrimination and harassment free work environment.
 - In collaboration with City leadership, recommend and develop long-term solutions for systemic issues. Coordinate cross-functional "root cause" committee meetings to discuss lessons learned from investigations and how to further enhance processes.
 - Recommend, support, and participate in training and communication initiatives related to ethics and compliance. Work with HR Training and Development team to develop training programs that proactively address related topics.
 - Analyze complaints, determine trends and areas of risk, and provide periodic updates to City leadership.
 - As appropriate, lead external engagement with law enforcement authorities and regulators on investigations and compliance matters.
 - Manage the joint investigation of protected class complaints with the Minneapolis Police Department's (MPD) Internal Affairs Unit (IAU) when those complaints originate in the MPD and manage the expectations of the Deputy Chief of Standards & the IAU Commander.
 - Remain diplomatic and respectful to all parties throughout the often difficult and uncomfortable situations surrounding an investigation.

DESIRED CAPABILITIES

The ideal candidate has demonstrated experience in providing strong and effective leadership. Considerable knowledge of investigative techniques and principles, labor and employment law. Demonstrated skill interacting effectively with both leaders and employees at all levels of the organization with differing backgrounds, cultures and perspectives. Additional leadership characteristics include:



- Good knowledge of Local, State, and Federal discrimination laws and regulations.
- Skill in development of policy, procedure, and process with an equity lens.
- Ability to organize and conduct synthesis and analysis of varied and complex information and problems.
- Ability to utilize computer technology used for communication, data gathering and reporting.
- Ability to manage and control investigative processes.
- Strong supervisory skills with the ability to coordinate and distribute work appropriately, provide work instruction, and evaluate, coach, and monitor work of direct report(s).
- Ability to maintain confidentiality and professional relationships in dealing with sensitive matters.
- Excellent written and oral communications skills to effectively communicate policies, procedures, and to present investigative reports, testify in proceedings, and conduct trainings.
- Ability to work flexible work hours with some evening and/or weekend hours required.
- Understands when to be a facilitator, when to be a mentor, and how to delegate effectively.
- Has a high degree of integrity and a strong work ethic.
- Believes in the idea of public service and serving the residents of the city through excellent customer service and value-driven service delivery.
- Ability to plan, organize, manage change and formulate and make difficult administrative decisions.

In addition, the City has adopted the following competencies for all leadership positions:



- **FOCUS ON RESULTS:** takes initiative, drives for results, and establishes stretch goals;
- **PERSONAL CAPABILITY:** demonstrates technical/professional expertise, solves problems and analyzes issues, innovates, and practices self-development;
- **CHARACTER:** displays high integrity and honesty;
- **LEADING CHANGE:** develops strategic perspective, champions change, and connects the group to the outside world;
- **INTERPERSONAL SKILLS:** communicates powerfully and prolifically, builds relationships, develops others, inspires and motivates others to high performance, and collaborates and fosters teamwork;
- **CULTURAL AGILITY:** demonstrates an awareness of, and sensitivity to, the needs and concerns of individuals from different perspectives, cultures and backgrounds. These differences may include education, job preference, work style, race, gender, country of origin, disability, age, sexual orientation, gender identity, etc. Respects differences and adjusts behavior and communication style to best meet the needs of the group or individual. Accepts one's own cultural identity and sees the value of other points of view;
- **STRIVES TO CREATE A RACIALLY EQUITABLE WORK ENVIRONMENT:** develops policies, practices and makes strategic investments to reverse racial disparity trends, eliminate institutional racism, and ensure that outcomes and opportunities for all people are no longer predictable by race. Through consistent behaviors and actions, fosters an equitable work environment. Creates fair and just opportunities and outcomes for all people.

**EDUCATION AND
EXPERIENCE**

Bachelor's Degree in social science, law, human resources, public administration, or closely related field, and 7 years of progressively responsible and relevant experience in compliance and compliance investigations, to including conducting and/or managing the investigations process. Two years in a supervisory/management position is required. An equivalent combination of education and closely related experience may be considered.

COMPENSATION

This appointed position has a competitive compensation package. Salary ranges from \$105,194 - \$124,700 depending on experience. Benefits include: health and dental insurance, flexible spending accounts, disability insurance, employee assistance program, vacation, sick leave, paid parental leave, pension plan and deferred compensation retirement savings.

TO APPLY

The position will remain open until filled, and priority consideration will be given to candidates who apply by October 8, 2021. Qualified applicants should submit an application, resume and cover letter at www.minneapolismn.gov/government/jobs/.

The City of Minneapolis is an Equal Opportunity Employer.