Human Relations Division
Organizational Chart

Revised September 27, 2016

Margie C. Rose
City Manager

Miles Risley
City Attorney
Legal Department

Sylvia V. Wilson
Human Relations Administrator
City-Wide ADA Coordinator

Human Relations Commission (HRC)

Committee for Persons With Disabilities (CFPWD)

EEOC

Shelley Franco Compliance Officer
Charlene Kaplan Compliance Officer

- Conduct EEOC discrimination charge intakes, investigations and resolution process.
- Conduct charging party intake interviews and formalize charges for EEOC employment discrimination complaints.
- Prepare initial intake file and issue charge notification OR defer to San Antonio Field Office.
- Coordinate mediation or outside settlement agreement process and resolutions.
- Prepare monthly closure files and documents.
- Comply with file maintenance/ record retention process and provide administrative support.
- Take part in mantatory internal/ external training, public forums, outreach and educational efforts for the department, HRC and CFPWD.

FAIR HOUSING

Claudia Rosalez
Compliance Officer

- Address and process Fair Housing Inquires, charges, investigations, resolutions, and conciliation agreements. Conduct on-site visits and fact finding investigations.
- Prepare and issue initial charge notices to all parties.
- Ensure all investigative information is entered into the HUD HEMS database.
- Ensure compliance is met on any conciliation case closure.
- Prepare monthly closure files and documents.
- Comply with file maintenance/ record retention process and provide administrative support.
- Take part in mantatory internal/ external training, public forums, outreach and educational efforts for the department, HRC and CFPWD.

General Compliance

Vacant
Compliance Officer

- Primary responsibility to address Fair Housing inquires, manage HEMS database, assist in all aspects of FH investigations; in addition to ADA compliance.
- Address and process ADA Technical Assistance inquiries and investigations.
- Ensure compliance is met on any conciliation case closure.
- Prepare monthly closure files and documents.
- Comply with file maintenance/ record retention process and provide administrative support.
- Take part in mantatory internal/ external training, public forums, outreach and educational efforts for the department, HRC and CFPWD.

Ginger Davis

Management Aide

- Provide administrative and clerical support.
- Assist charging parties and complainants in completing intake forms.
- Maintain office supply inventory and office equipment (copier, fax, etc.).
- Prepare and distribute minutes for HRC and CFPWD. Prepare agenda packets and related postings.
- Maintain closed and active case files room.
- Maintain department payroll and budget files.
- Assist with technical research and with development and preparation of various studies, projects, reports, brochures, and other related miscellaneous items.
- Coordinate ADA Trash/Recycle Pick-Up Program with Solid Waste department.