

**Town of Provincetown, Massachusetts**  
**Diversity, Equity, and Inclusion Director Job Description**  
**Non-Union – Grade TBD**

**Definition:**

Reporting to the Town Manager, the Diversity, Equity, and Inclusion Director (DEI Director) will work to develop and operationalize a long-term series of initiatives that develops an equitable and inclusive municipal culture and advances priorities that create opportunities for building equitable and inclusive practices into the Town's policies, services, and functions. The DEI Director is the principal advisor to the Town Manager on inclusion, access, and equitable policies and practices.

The role will lead the Town's DEI plan, including the ongoing development and delivery of goals and objectives relating to DEI initiatives that promote equity, inclusion, and access within the Town's workforce and with related committees/boards. The position will participate in diversity matters and policy reviews, collaborate with Town department heads, and serve as the Town's liaison to the community.

**Supervision:**

Works under the supervision of the Town Manager. Performs a variety of duties requiring considerable judgment. Works frequently on own initiative to handle areas of responsibility and professionally assigned tasks. Consults with the Town Manager or designee where clarification, interpretation, or exemption to Town policies may be required.

**Job Environment:**

Work is performed under standard office practices and conditions. The noise level is moderate. The workday may be greater than eight hours. The daily schedule may vary to accommodate department operations. The standard workweek shall be 40 paid hours per week (Monday-Friday). Work outside of the workweek and the typical daily schedule may be necessary to accommodate atypical situations.

Makes contact with town departments/boards/committees, and when appropriate, county and state agency officials. Contact may involve frequent explanation, discussion, or interpretation of practices, procedures, regulations, or guidelines to deliver service, plan or coordinate work efforts, or resolve problems. Courtesy, tact, and diplomacy may be required in interactions more than usual.

Executing essential functions could result in both positive and adverse public discourse. Consequences of error or poor judgment may include adverse public relations, legal repercussions, poor morale, and monetary loss to the Town.

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**Essential Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)*

- Takes the lead role in developing strategies and policies to advance understanding of equity issues throughout all aspects of municipal government. Researches and assists with programs to enhance DEI awareness.
- Develops ways to educate Town staff and volunteers about ethnic and community equity, what it means to be more welcoming and inclusive and how this is connected to their work.
- Ensures compliance with any relevant Town, State, and Federal statutes such as Title VII, Title II and the Americans with Disabilities Act, Section 92A of the Massachusetts public accommodation and non-discrimination statute, among others, responding to and conducting investigations of non-compliance.
- Serves as an advisor to the Town Manager, Select Board, Town departments, boards, and committees on matters of diversity, equity, and inclusion.
- Addresses challenges and barriers marginalized community members face and make recommendations to build a more inclusive town.
- Develops/updates and maintains the municipal policy for non-discrimination/anti-harassment and complaint procedures.
- Audits policies and practices in the existing organizational structure for systemic and institutional bias and recommend new balanced and equitable policies and practices as necessary.
- Ensures organizational consistency in applying diversity, equity, and inclusion focused on policies, practices, and services.
- Examines and analyzes civic participation and/or involvement in establishing existing and new Town policies, practices, and services. Ensures equal or equitable access and inclusivity of a broad range of resident stakeholders.
- Develops metrics for measuring the effectiveness of diversity initiatives and projects for which the position initiates and is accountable and prepares reports to the Town Manager on the value of the initiatives and projects.
- Monitors and makes recommendations relative to Federal, State, and Local equal employment opportunity and non-discrimination policies, mandates, and directives to ensure the Town is fully compliant.

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- Represents the Town as a partner with community groups and local businesses to affirm Provincetown's commitment to inclusion, diversity, equity, and access.
- Performs outreach in the community regarding available resources and gathers information about needs.
- Stays abreast of current knowledge and materials related to laws, rules, regulations, and best practices for advancing DEI and translates such information into practice or policy updates and/or recommendations.
- Responds to public DEI concerns relating to Town policies, services, and functions and acts as a neutral, independent examiner to conduct prompt, thorough, unbiased research by interviewing all parties and relevant stakeholders and identifying and gathering other information relevant to the resolution of the concern(s).

**Education and Experience:**

Minimum Acceptable

Knowledge-equivalent to a bachelor's degree, emphasizing public administration, human resources management, organizational behavior, personnel and employee relations, consulting, or reporting and analysis. Two or more years of related experience or any equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the position's essential functions.

Preferred

Knowledge-equivalent to a bachelor's degree, emphasizing public administration, human resources management, organizational behavior, personnel and employee relations, consulting, or reporting and analysis. Four or more years of related experience or any equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the position's essential functions.

Demonstrated experience with DEI topics, including but not limited to equity assessments, policy development, training programs, scorecard development, and tracking.

Certifications as a diversity and inclusion, labor relations, or human resources professional are preferred along with existing memberships in best practices organizations.

**Knowledge, Ability and Skill:**

Knowledge:

- Working knowledge of municipal government.
- Knowledge of laws related to equal opportunity, disability issues, human and civil rights.
- Knowledge of Town department operations and services.
- Understanding of DEI challenges and competence to lead systemic change.

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- Familiarity with fact-finding practices and a working knowledge of mediation and different dispute practices.
- Knowledge of the community, action groups, local politics, and neighborhood and business concerns.

**Ability:**

- Ability to discern when to inquire, advocate, drive, or resolve decisively.
- Ability to research, analyze, and interpret data and use the data to tell a story and solve problems.
- Ability to build relationships through trust, collaboration, and direct communication.
- Ability to understand subtle and complex diversity, equity, and inclusion issues explicitly related to marginalized groups.
- Ability to develop policies, implement and monitor the effectiveness of a comprehensive range of services.
- Ability to independently structure, collect, analyze, and present qualitative information in management reports.
- Ability to understand and interpret general laws.
- Ability to work effectively with confidential, sensitive information.
- Ability to work cooperatively in a diverse community and maintain effective relationships with parties with conflicting opinions.
- Aptitude to mediate conflict and impartially enforce rules and regulations.
- Strong inquiry capabilities for investigating problems and finding solutions.

**Skills:**

- Excellent communication, facilitation, interpersonal, organizational, analytical, inquiry, diagnosis, and problem-solving skills.
- Strong leadership skills for understanding DEI challenges and leading systemic change. Understands and facilitates the change process through to completion.
- Sensitivity and understanding of specific barriers which may lead to a lack of access and engagement.

**Physical Requirements**

Minimal physical effort is generally required. Ability to operate a keyboard and view computer screens for extended periods. While performing the duties of this job, the employee is required to sit, speak, listen and move about the office.