



**Code: 9840**  
Family: Legal and Regulatory  
Service: Administrative  
Group: Statistical, Technical, and Analytical  
Series: Real Estate and Legal

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## **CLASS TITLE: HEARING OFFICER**

### **CHARACTERISTICS OF THE CLASS**

Under direction, functions as presiding officer at administrative hearings and imposes disciplinary measures in cases involving violations to the city's municipal code and alleged consumer fraud, and performs related duties as required

### **ESSENTIAL DUTIES**

- Conducts administrative hearings on violations to the city's municipal code (i.e., business and public vehicle licensing, consumer protection) and alleged consumer fraud
- Reviews and researches written complaints, citations and related documentation to determine the validity of pending cases
- Informs respondents and investigation targets of pending charges or complaints filed against them
- Hears testimony from complainants and other parties (i.e., legal counsel, investigators, witnesses) and makes determinations on the admission or exclusion of submitted evidence
- Recommends disciplinary measures as prescribed in the applicable municipal ordinances (i.e., monetary fines, suspension or revocation of business licenses)
- Recommends and issues cease and desist orders for businesses
- Prepares written determinations and findings of fact at the conclusion of the hearing
- Conducts legal research and drafts opinions
- Testifies at license revocation hearings, as required

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Graduation from an American Bar Association (ABA) accredited law school, plus two years of professional legal work experience adjudicating cases

#### **Licensure, Certification, or Other Qualifications**

Admission to the Illinois Bar (or eligible for admission on motion to the Illinois Bar pursuant to Illinois Supreme Court Rule 705)

### **WORKING CONDITIONS**

- General office environment

### **EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

## PHYSICAL REQUIREMENTS

- No specific requirements

## KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

### Knowledge

Moderate knowledge of:

- federal and state legislation and its impact on City ordinances
- applicable local laws, statutes, regulations, and guidelines
- \*the legal system and the principles and practices of applicable areas of the law
- \*courtroom procedures and legal terminology
- \*legal research methods, techniques, and resources

Some knowledge of:

- City's organizational structure
- permit and licensing applications, fees and programs
- record keeping and report preparation methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

### Skills

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- \*ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- \*SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- \*JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

### Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

- **MAKE SENSE OF INFORMATION** - Quickly make sense of, combine, and organize information into meaningful patterns
- **REACH CONCLUSIONS** - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

**Other Work Requirements**

- **INITIATIVE** - Demonstrate willingness to take on job challenges
- **ADAPTABILITY/FLEXIBILITY** - Be open to change (positive or negative) and to considerable variety in the workplace
- **DEPENDABILITY** - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- **ATTENTION TO DETAIL** - Pay careful attention to detail and thoroughness in completing work tasks
- **INDEPENDENCE** - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
- **ANALYTICAL THINKING** - Analyze information and using logic to address work or job issues and problems

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
Date: May, 2012