



**Code: 0708**  
Family: Public Relations and Creative Arts  
Service: Administrative  
Group: Clerical, Accounting, and General Office  
Series: Public Information

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## **CLASS TITLE: FREEDOM OF INFORMATION ACT OFFICER**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, receives and responds to requests for information of public record, and court subpoenas using multiple resources and streams of data to research and locate relevant information, and speaks and writes about findings, and performs related duties as required.

### **ESSENTIAL DUTIES**

- Responds to requests for information filed by citizens, journalists, and outside entities pursuant to the State of Illinois Freedom of Information Act ("FOIA")
- Responds verbally and in writing to inquiries from the general public, business establishments, community organizations, media and governmental agencies regarding city programs, services, and business matters of public record
- Researches, examines, and analyzes documents to provide responsive documents in response to FOIA requests and makes appropriate redactions of exempt information
- Resolves information requests within the required timeframes and where appropriate requests extensions in writing
- Assesses whether the magnitude of information requested proves burdensome in adherence with the State of Illinois Freedom of Information guidelines
- Obtains necessary information from manual, computerized and archived files, and records
- Responds via the internet in writing to requests for information sent electronically through the internet concerning departmental programs, services or matters of public record, as required
- Oversees and participates in the mailing of responses to written requests for information
- Trains and orientates clerical and administrative staff to track down information, redact exempt information from public documents, photocopy, and scan documents, as required
- Prepares and maintains statistical and narrative work activity reports
- Maintains and updates log of all FOIA requests
- Works with the Department of Law to respond to subpoenas for documents
- May review information to be posted onto the intranet and internet websites for accuracy regarding departmental programs and services, as required
- May represent the department at public hearings and community meetings to explain and promote city services, programs, and upcoming events, 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 accredited college or university with a Bachelor's Degree in Journalism, Communications, English or a directly related field, plus two years research and analysis work experience; or an equivalent combination of education, training and, experience

**Licensure, Certification, or Other Qualifications**

- Certification by the State of Illinois as a Freedom of Information Officer is required, within six (6) months of hire

**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, scanners)

**PHYSICAL REQUIREMENTS**

- No specific requirements

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Some knowledge of:

- \*writing and formatting styles and methods used in the preparation of responses to inquiries for information
- \*research principles, practices, and techniques
- \*applicable computer software packages
- applicable City and department, services, programs, and resources

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, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING - Use logic and decisive reasoning to determine the best course of action in their research for information
- \*ATTENTION TO DETAIL- Finding information accurate information requires concentration minds or behavior

**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

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REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

- 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  
August, 2015  
February, 2022