



**Code:0714**

Family: Public Relations and Creative Arts

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Public Information Series

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## **CLASS TITLE: INFORMATION/MEDIA RETRIEVAL SPECIALIST**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, positions assigned to this class title primarily work in the Chicago Police Department and are responsible for responding to high volume information requests (e.g., Freedom of Information Act (FOIA), body cam footage, digital, etc.) and provides responsive records; and performs related duties as required

### **ESSENTIAL DUTIES**

- Reviews and responds to information requests (e.g., FOIA, media, body camera footage, general requests, etc.) received electronically and through manual forms
- Provides verbal and written responses to inquiries sent to the Chicago Police Department (CPD), the Chicago Fire Department (CFD) or the Office of Emergency Management and Communications (OEMC); from civilian, City, State legal partners, general public, business establishments, community organizations, media, non-profits, academics, new media, scientific or academic organizations, and government agencies regarding matters of public record
- Provides verbal and written responses to inquiries from the general public, business establishments, community organizations, media, non-profits, academics, new media, scientific or academic organizations, and governmental agencies regarding city programs, services, and matters of public record
- Prepares memos and letters, facilitating and coordinating the retrieval of records, reports, documents, body camera footage, etc. via GovQA, email, department forms, or any other medium for retrieval
- Completes requests according to the State of Illinois Freedom of Information Act guidelines and logs relevant information into GovQA
- Queries databases such as GovQA, Clearnet, Data Warehouse, and any additional databases from CPD, CFD, and OEMC to search for responsive records
- Communicates with Department members to obtain responsive records that are maintained by their respective bureaus, sections, or units
- Identifies and applies redactions based upon exemptions as outlined in the State of Illinois Freedom of Information Act
- Assesses whether the magnitude of information requested is burdensome in accordance with Freedom of Information guidelines
- Mails responses to written request as required
- Signs affidavits and testifies in court on behalf of either CPD, CFD, or OEMC as required
- Produces written communication to the Fraternal Order of Police, PBPA Sergeants and Lieutenants Association regarding complaints against CPD as required
- Trains and orientates new hires to retrieve information, public documents, photocopied, and scanned records, 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 Criminal Justice, Journalism, English, Public Policy, Political Science, Business Administration, Public Administration or a directly related field plus two (2) years of experience in the preparation and dissemination of public information; 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)
- Computers and peripheral equipment (e.g., personal computer)

**PHYSICAL REQUIREMENTS**

- No specific requirements

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

Moderate knowledge of:

- \*the criminal justice system
- \*record keeping methods, practice and procedures
- \*applicable computer and database systems
- \*servicing subpoenas

Some knowledge of:

- \*applicable federal, state, and local laws, regulations, and guidelines
- geographical locations in the City
- \*the legal system and related terminology and courtroom procedures
- \*report preparation methods, practices, and procedures
- \*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 reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- \*ATTENTION TO DETAIL- Pay careful attention to detail and thoroughness in completing work tasks

**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
- \*ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
- \*MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- \*ORGANIZE INFORMATION - Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)

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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  
February, 2024