



Code: 1208

Family: Legal and Regulatory

Service: Administrative

Group: Statistical, Technical, and Analytical

Series: Examining and Licensing

CLASS TITLE: LABOR STANDARDS INVESTIGATOR

CHARACTERISTICS OF THE CLASS

Under general supervision, promotes the implementation and enforcement of the City's labor laws, rules, and regulations, and conducts investigations involving claims related to labor standard violations, and performs related duties as required

ESSENTIAL DUTIES

- Conducts investigations of alleged non-compliance of Chicago's Labor Standards including highly sensitive and/or complex investigations involving numerous ordinances, and investigations with complex legal issues
- Interviews complainants, witnesses, and employees to gather facts used to perform investigations of possible misconduct by the business
- Determines legitimacy of complaints, gathers and preserves evidence, reviews payroll records, conducts complex research to analyze fact pattern, negotiates settlements with employers, and recommends decision on Department issuing enforcement to employer
- Coordinates and directs meetings with various stakeholders including minority groups, unions, employers and related public and private agencies, familiarizing them with the current guidelines, rules, and regulations
- Researches and maintains working knowledge of the City of Chicago, State, and Federal labor standards, policies and general orders
- Interprets and applies City of Chicago labor standards, workforce development policies, contracts or equal benefit laws, rules and regulations
- Prepares reports of investigation activities conducted to document investigative process
- Maintains comprehensive, organized case files and manages documents pursuant to all legal rules
- Works on a variety of special projects, as assigned, that may include developing and leading presentation on Chicago's Labor Standards, reviewing labor ordinances, policies and procedures, recommending new legislation to policy makers and department heads, and analyzing and applying federal and/or state case law and regulations

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, plus two (2) years of experience conducting civil, criminal or factual investigations that involve gathering, analyzing and evaluating evidence; conducting in-depth research, analysis and report writing; and conducting interviews with witnesses; **OR** graduation from an American Bar Association (ABA) accredited law school; **OR** an equivalent combination of education, training and experience, provided the minimum degree requirement is met.

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator, adding machine)
- 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**

Comprehensive knowledge of:

- *applicable federal, state, local laws, statutes, regulations, and guidelines
- *investigation and inspection methods, techniques, practices, and procedures
- *evidence collection, preservation and analysis methods, practices, and procedures
- record keeping and report preparation methods, practices, and procedures

Moderate knowledge of:

- financial recordkeeping methods and tools

Knowledge of applicable City ordinances, 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
- INTERVIEWING – Conduct detailed factual interviews with a variety of stakeholders in the policy accountability structure, including complainants, witnesses, police officers and their supervisors, medical experts, lab technicians, etc.
- CRITICAL THINKING - Analyze and apply relevant laws, regulations and orders to the facts of the case being investigated
- COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- FINANCIAL ANALYSIS – Understand financial recordkeeping processes and ability to conduct analysis of financial records
- JUDGEMENT AND DECISION MAKING - Use initiative, ingenuity, resourcefulness and sound judgment in collecting and developing facts and other pertinent data

- COMPREHEND COMPLEX DATA – Read and understand complex data sets related to pattern and practice investigations, and organize and present information using matrices, timelines and relational database software
- SPEAK – Strong oral communication skills required such that the investigator can communicate information and ideas to both an internal and external audience in a clear and articulate manner
- WRITE – Strong written skills required such that the investigator can communicate information and ideas to both an internal and external audience, and write clear, concise, well-organized and thorough investigative reports
- COMPUTER SKILLS – Intermediate to advanced ability with Microsoft Office Suite (Word, Excel and PowerPoint).
- CUSTOMER SERVICE SKILLS – Communicate professionally and courteously with individuals from a wide variety of cultural and socio-economic backgrounds and to develop sensitivity to a variety of communication styles

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- INDEPENDENCE – Conduct investigations in an objective and independent manner, adhere to high standards of ethical conduct, and evaluate evidence and make findings without bias or concern for personal interest
- PROBLEM SOLVING - Apply rules to specific problems to produce answers in a manner that others can comprehend
- PLANNING AND PRIORITIZING – Plan investigations and prioritize multiple tasks and meet required deadlines
- CONFIDENTIALITY – Conduct investigations of a highly confidential and sensitive nature
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

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.

City of Chicago
Department of Human Resources
August, 2019