



Code: 1210

Family: Legal and Regulatory

Service: Administrative

Group: Statistical, Technical, and Analytical

Series: Examining and Licensing

CLASS TITLE: BUSINESS COMPLIANCE INVESTIGATOR

CHARACTERISTICS OF THE CLASS

Under general supervision, independently performs a full range of investigative duties to enforce and ensure compliance with the City's ordinances governing businesses, consumer protection, and public vehicles, and performs related duties as required

ESSENTIAL DUTIES

- Conducts investigations and inspections to ensure compliance with consumer protection, public vehicles, truck weight limits, and business requirements; or, in response to consumer complaints of deceptive practices (e.g., Alternative Pricing System, posted pricing guides, product safety, reselling of goods, tobacco sales to minors, pre-license, cigarette tax, public way use permits, licenses, fraud, operating conditions)
- Conducts certification inspections on measuring devices and heavy capacity scales, entailing properly operating a small crane to lift 1,000 lb. weights onto scales, to ensure accuracy of calibration and removes expired certification seals while properly affixing the new seals
- Inspects gas stations to ensure they are operating with current and appropriate licenses and are in compliance on Filling Stations Rules and Regulations (e.g., posting of proper prices, proper signage is posted and visible to the consumer, receipts issued)
- Conducts undercover investigations when required
- Confiscates illegal merchandise and issues citations, closure orders, notices, suspensions, and other enforcement to businesses or public vehicle operators
- Prepares extensive written reports detailing the findings of business compliance investigations
- Informs owners, managers, or employees on regulatory standards, existing violations, and regulations regarding ordinance and/or rule violations
- Testifies at court proceedings regarding violations
- Conducts research, examines records, interprets ordinances, rules and state statutes and gathers related information to make an independent determination of compliance on an investigation or assignment
- Conducts truck weight investigations to determine compliance with weight limit regulations
- Assists in training of newly hired investigators, as required
- Maneuvers scales of extreme weight, approximately 80 pounds (only applicable to certain individuals in unit). For example, placing scales under vehicles to calculate weight

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 an Associate's degree or 60 hours of college credit in Criminal Justice, Law Enforcement, or a directly related field, plus one year of investigative work experience; **OR** three years of investigative work experience; or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required
- Must have the permanent use of an automobile that is properly insured, including a clause specifically insuring the City of Chicago from accident liability

WORKING CONDITIONS

- General office environment
- Exposure to outdoor weather conditions

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)
- Smart phone
- Photographic and video equipment

PHYSICAL REQUIREMENTS

- Some extreme heavy lifting and carrying (ranging from 75 to 85 pounds) is required
- Ability to stand, walk and bend for extended or continuous periods of time
- Ability to use and operate applicable hand tools and equipment requiring continuous hand gripping
- Ability to operate heavy machinery for heavy duty scale inspections
- Ability to climb (e.g., access cabs of trucks or vehicles, staircases)

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

Moderate knowledge of:

- permit and licensing applications, fees, and programs
- *applicable computer office software (MS Word, Excel, PowerPoint, Access)
- *investigation and inspection methods, techniques, 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
- *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
 - RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
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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.

City of Chicago
Department of Human Resources
September, 2017