



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
- 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, Social Sciences, 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

Minimum Qualifications updated: August, 2023