



**Code: 1229**

Family: Legal and Regulatory

Service: Administrative

Group: Statistical, Technical, and Analytical

Series: Examining and Licensing

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## **CLASS TITLE: SUPERVISOR OF TAX AND LICENSE COMPLIANCE**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, supervises Revenue Investigators engaged in the conduct of business license inspections to ensure compliance with the city's business license ordinances, and performs related duties as required

### **ESSENTIAL DUTIES**

- Assigns, supervises, and monitors the activities of staff engaged in conducting business license compliance inspections
- Reviews inspection reports prepared by staff for completeness of information and appropriateness of action taken
- Conducts field inspections to ensure investigators are following departmental policies and procedures and to assist staff with complex or atypical problems
- Coordinates the confiscation of illegal merchandise and the shut-down of businesses with local law enforcement agencies
- Meets with business owners to review license applications and purchase receipts to re-open businesses
- Coordinates large-scale investigations requiring coordination between operating departments and outside agencies
- Trains staff in all aspects of business license compliance and investigation procedures
- Testifies in court or at administrative hearings on citations issued and investigations conducted
- Serves as liaison to various municipal, state, and federal agencies on business license and closure issues
- Prepares comprehensive investigation reports detailing inspection activities of subordinate staff
- Assists in developing and implementing strategies intended to ensure that businesses are in full compliance with the City's license ordinances
- Confers with management and the Department of Law on legal issues relating to investigative activities, 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 an Associate's degree or 60 hours of college credit in Criminal Justice, Law Enforcement, or a directly related field, plus two years of investigative work experience; **OR** four 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

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- 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)
- Two-way radio
- Photographic and video equipment

**PHYSICAL REQUIREMENTS**

- Ability to stand and walk for extended or continuous periods of time

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

Considerable knowledge of:

- \*permit and licensing applications, fees, and programs
- \*investigation and inspection methods, techniques, practices, and procedures

Moderate knowledge of:

- permit and licensing applications, fees and programs
- report preparation methods, practices and procedures
- geographical locations in the city

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Other knowledge as required for successful performance in the Revenue Investigator II class

**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
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions

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- \*JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Other skills as required for successful performance in the Revenue Investigator II class

**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

Other abilities as required for successful performance in the Revenue Investigator II class

**Other Work Requirements**

- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- STRESS TOLERANCE - Accept criticism and deal calmly and effectively with high stress situations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done

Other characteristics as required for successful performance in the Revenue Investigator II class

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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  
March, 2014