



**Code: 1230**

Family: Legal and Regulatory

Service: Administrative

Group: Statistical, Technical, and Analytical

Series: Examining and Licensing

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## **CLASS TITLE: COMPLAINT INTAKE SPECIALIST – INSPECTOR GENERAL**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, the class performs administrative support functions in the conduct and coordination of the complaint intake process for the Office of the Inspector General (OIG), and performs related duties as required

### **ESSENTIAL DUTIES**

- Receives complaints by telephone, electronic/U.S. mail and in person from the general public, city employees and private contractors alleging criminal conduct or violations to the Municipal Code
- Interviews complainants in order to obtain required information and prepares narrative summaries of details
- Explains intake procedures to complainants and responds to inquiries concerning the status of current investigations
- Conducts follow-up by requesting and gathering documentation from complainants, city departments, financial institutions, etc. to assist investigators with pending cases
- Enters and oversees the inputting of complaints into the department's case management system (e.g., Remedy) to ensure entries are recorded accurately and completely
- Updates and maintains manual and electronic files and generates weekly complaint disposition reports
- Performs clerical support functions (e.g., scanning, photocopying, data entry, etc.) for the Investigations Division

**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 one year of customer service or administrative work experience, or an equivalent combination of education, training and experience, provided that the minimum degree requirement is met.

#### **Licensure, Certification, or Other Qualifications**

- None

### **WORKING CONDITIONS**

- General office environment

### **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)

**PHYSICAL REQUIREMENTS**

- No specific requirements

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

Moderate knowledge of:

- \*intake and customer service methods, practices and procedures
- \*public information methods, practices and procedures
- \*applicable procedures and methods used in administrative and clerical practices
- \*applicable computer software packages and applications

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
- \*COORDINATION WITH OTHERS – Adjust actions in relation to others' actions

**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
- 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

**Other Work Requirements**

- COOPERATIVE – Be pleasant with others on the job and display a good natured, cooperative attitude
- ATTENTION TO DETAIL – Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING – Analyze information and using logic to address work or job issues and problems

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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  
January, 2017