



Code: 1255
Family: Legal and Regulatory
Service: Administrative
Group: Statistical, Technical, and Analytical
Series: Examining and Licensing

CLASS TITLE: INVESTIGATOR

CHARACTERISTICS OF THE CLASS

Under supervision, investigates cases involving allegations of criminal activity, official misconduct, and residency violations by City employees, and performs related duties as required

ESSENTIAL DUTIES

- Interviews complainants, witnesses, and employees to gather facts and investigate alleged criminal activity, official misconduct, and violations of personnel and administrative rules by City employees
- Conducts site visits to gather physical evidence and examines work records and related documents
- Performs surveillance duties to observe criminal activities or acts of misconduct (e.g., fraud, corruption, residency violations)
- Interviews job candidates and conducts criminal background investigations as part of the pre-employment process
- Interviews complainants and all parties involved in formal complaints of sexual harassment or violence in the workplace
- Prepares detailed reports of investigations conducted, including findings, and makes disciplinary recommendations as required
- Assists senior Investigators in the conduct of large-scale and complex investigations
- Uses photographic and video equipment in the conduct of surveillance work
- Testifies in court, at arbitrations, or before Personnel Board hearings on investigations conducted and findings
- Maintains records of investigations, correspondence, and related case documentation
- Administers and maintains records of employees' drug and alcohol tests

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 in the Social Sciences, Criminal Justice, Human Resources or a directly related field, plus one year of work experience in the conduct of investigations of criminal or fraudulent activity OR one year of work experience in the performance of fact finding analyses and investigative research and reporting; or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

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

WORKING CONDITIONS

- General office environment

- Exposure to outdoor 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, modems)
- Two-way radio
- Photographic and video equipment

PHYSICAL REQUIREMENTS

None

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- investigation and inspection methods, techniques, practices, and procedures
- evidence collection and analysis methods, practices, and procedures

Some knowledge of:

- record keeping and report preparation methods, practices, and procedures
- courtroom procedures and legal terminology

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

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
- *PERSUASION - Persuade others to change their minds or behavior
- *SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- *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
- **REASON TO SOLVE PROBLEMS** - Apply general rules to specific problems to produce answers that make sense
- **REACH CONCLUSIONS** - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- **PERSISTENCE** - Persist in the face of obstacles on the job
- **INITIATIVE** - Demonstrate willingness to take on job challenges
- **DEPENDABILITY** - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- **ATTENTION TO DETAIL** - Pay careful attention to detail and thoroughness in completing work tasks

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

Date: June, 2010