



Code: 1256

Family: Legal and Regulatory

Service: Administrative

Group: Statistical, Technical And Analytical

Series: Examining and Licensing

CLASS TITLE: SUPERVISING INVESTIGATOR

CHARACTERISTICS OF THE CLASS

Under supervision, supervises staff engaged in the investigation of cases involving allegations of criminal activity, official misconduct, and residency violations by City employees, including large-scale and complex investigations, and performs related duties as required

ESSENTIAL DUTIES

- Reviews complaints and allegations and assigns cases to investigative staff
- Monitors cases assigned to staff, ensuring investigations are timely and in compliance with established procedures
- Reviews investigative reports prepared by staff for completeness of information and to assess findings and recommendations
- Coordinates large-scale investigations requiring coordination between departments and outside agencies
- Participates in and provides direction to staff investigating complex cases requiring specialized investigative and surveillance skills
- Assists in establishing operating procedures and work practices
- Monitors staff's use of surveillance equipment and conduct of covert investigations
- Meets with staff to review status of cases and evaluate work performance
- Trains and oversees the training of investigators on standard and specialized investigative practices and techniques
- Testifies in court, arbitrations, and Personnel Board hearings on investigations conducted and findings
- Prepares reports of completed investigations and staff performance for management review
- Confers with management and the Department of Law on legal issues relating to investigative activities
- Administers drug and alcohol tests to employees, 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 a Bachelor's degree in the Social Sciences, Criminal Justice, Human Resources or a directly related field, plus three years of work experience in the conduct of investigations of criminal or fraudulent activity OR three years 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
- Availability to work and duty watch is required

WORKING CONDITIONS

- General office environment
- Exposure to outdoor weather conditions
- Availability to work on a 24-hour call basis

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

Advanced knowledge of:

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

Considerable knowledge of:

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

Some knowledge of:

- supervisory methods, practices, and procedures
- applicable computer hardware and software technology

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

Other knowledge as required for successful performance in the Investigator Specialist 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
- *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
- *INSTRUCTING - Teach others how to do something
- *PERSUASION - Persuade others to change their minds or behavior
- *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 Investigator Specialist 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
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other abilities as required for successful performance in the Investigator Specialist class

Other Work Requirements

- PERSISTENCE - Persist in the face of obstacles on the job
- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

Other characteristics as required for successful performance in the Investigator Specialist class

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