



Code: 1368
Family: Human Resources
Service: Administrative
Group: Statistical, Technical, and Analytical
Series: Personnel

CLASS TITLE: COMPLIANCE OFFICER

CHARACTERISTICS OF THE CLASS

Under supervision, the class performs independently performing compliance reviews of city and workplace programs and processes to ensure adherence with local, state, and federal requirements, and performs related duties as required

ESSENTIAL DUTIES

- Investigates and responds to alleged compliance violations of moderate complexity to ensure city and workplace programs and processes adhere with governmental policies and regulations (e.g., hiring and employment actions including compliance with the Shakman Accord, Hiring Plans, Family and Medical Leave (FMLA), and Americans with Disabilities Act (ADA))
- Researches best practices and makes recommendations to establish and modify policies and procedures relative to compliance activities
- Audits department files and operations to ensure compliance with city and workplace programs and processes
- Interprets and explains compliance ordinances and guidelines and advises operating departments on new or modified procedures and practices
- Prepares narrative and statistical reports on assigned cases
- Testifies concerning case findings
- May oversee and provide technical assistance to staff engaged in investigating compliance violation cases
- May collaborate and manage compliance initiatives and programs with operating departments and outside agencies

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 three (3) years of professional work experience in the investigation or compliance monitoring of programs and processes; **OR**
- Graduation from an accredited college or university with a Master's degree or higher, PLUS two (2) years of professional work experience in the investigation or compliance monitoring of programs and processes

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, scanner)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- *applicable federal, state, local laws, statutes, regulations, and guidelines
- *investigative analysis methods, practices and procedures
- *applicable computer software packages and applications

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

Skills

- *ACTIVE ENGAGEMENT – Give full attention to what other people are communicating, 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
- *LEARNING STRATEGIES – Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- COMPLEX PROBLEM SOLVING – Identify complex problems and review related information to develop and evaluate operations and implement solutions
- *JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions and choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION – Listen to and understand information and ideas presented through spoken words and sentences
- COMPREHEND WRITTEN INFORMATION – Read and understand information and ideas presented through spoken words and sentences
- SPEAK – Communicate information and ideas in speaking so others will understand
- 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 Work Requirements

- INITIATIVE – Demonstrate willingness to take on job challenges
- 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
- INDEPENDENCE – Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done

- ANALYTICAL THINKING – Analyze information and use logic to address work or job issues and problems

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
January, 2018; May, 2025