



**Code: 1385**  
Family: Human Resources  
Service: Administrative  
Group: Statistical, Technical And Analytical  
Series: Personnel

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## **CLASS TITLE: DISABILITY OFFICER**

### **CHARACTERISTICS OF THE CLASS**

Under direction, oversees the administration of the City's Reasonable Accommodation Program, and performs related duties as required

### **ESSENTIAL DUTIES**

- Manages the City's reasonable accommodation process by reviewing reasonable accommodation and pregnancy-related requests, consulting with various personnel (e.g., employees, applicants, medical professionals, etc.) to determine the validity of requests, and ensuring that all supporting documentation, including medical documentation is submitted
- Supervises staff administering the City's Reasonable Accommodation Program
- Consults with and counsels department leaders on accommodation-related issues and day-to-day concerns about supporting employees with disabilities
- Conducts research to explore cost effective accommodation alternatives and options that reduce undue financial hardship for the City and grants or denies accommodation requests and prepares written reports supporting decisions
- Oversees the investigation of disability related discrimination complaints ensuring complaints and concerns are received and addressed in a timely manner and supervises the preparation of summary reports and recommendations
- Develops and updates policies, procedures and training materials concerning the reasonable accommodation process and disability issues
- Ensures that all medical related information is maintained in accordance with HIPAA standards and that other confidentiality safeguards are in place
- Maintains and oversees all record-keeping, documentation and reports related to requests, including DHR's decisions on approved accommodation requests
- Conducts an interactive process that includes written and oral communications with the requesting employee, supervisors, department leadership, and the employee's medical provider and provides regular follow-up on the status of approved accommodation requests
- Manages disability-related harassment and discrimination complaints process
- Responds to requests for information resulting from appeals made from various agencies (e.g., U.S. Department of Justice, U.S. Equal Employment Opportunity Commission, Illinois Department of Human Rights or the Chicago Commission on Human Relations)
- Stays abreast of federal, state and local laws, as well as court cases, trends related to providing reasonable accommodations for employees with disabilities
- Manages program budget to ensure approved accommodation requests comply with established guidelines
- Manages the case file system ensuring compliance with laws governing confidentiality (e.g., HIPAA, Title I of ADA, etc.)
- Prepares program reports (e.g., statistical, trend analysis, etc.)

**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 Human Resources Management, Organizational Development or a directly related field, plus three (3) years of work experience in equal employment opportunity (EEO) or employee relations that includes handling disability-related investigations or processes, **OR**
- Graduation from an accredited college or university with a Master's degree or higher in Human Resources Management, Organizational Development or a directly related field, plus two (2) years of work experience in equal employment opportunity (EEO) or employee relations that includes handling disability-related investigations or processes, **OR**
- Graduation from an American Bar Association (ABA) accredited law school, plus two (2) years of professional work experience handling employment matters

### Licensure, Certification, or Other Qualifications

- Preference may be given to applicants with experience managing ADA cases or reasonable accommodation requests; and document review and decision-making for employee requests for reasonable accommodation

## 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)

## PHYSICAL REQUIREMENTS

- No specific requirements

## KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

### Knowledge

Considerable knowledge of:

- \*applicable federal, state, local laws, statutes, regulations, and guidelines
- \*program management, administration, and implementation
- \*applicable writing techniques
- \*research and investigative methods, practices and procedures
- \*human resource administration principles, policies, practices and techniques

Moderate knowledge of:

- \*applicable computer software packages and applications
- \*record keeping and report preparation methods, practices and procedures

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

- \*ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making
- \*CRITICAL THINKING – Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*COORDINATING WITH OTHERS – Adjust actions in relation to others' actions
- \*JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions and choose the most appropriate one
- \*NEGOTIATION – Bring others together and try to reconcile differences
- \*INSTRUCTING – Teach others how to do something
- \*PERSUASION – Persuade others to change their minds or behavior

**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
- RECOGNIZE PROBLEMS – Tell when something is wrong or is likely to go wrong
- REACH CONCLUSIONS – Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)
- MAKE SENSE OF INFORMATION – Quickly make sense of, combine, and organize information into meaningful patterns

**Other Work Requirements**

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

City of Chicago  
Department of Human Resources  
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