



CLASS TITLE: DIRECTOR OF MONITORING SERVICES

CHARACTERISTICS OF THE CLASS

Under direction, directs program and contract monitoring operations and develops and implements monitoring systems to evaluate compliance with the terms and conditions of contracts, and performs related duties as required

ESSENTIAL DUTIES

- Establishes and oversees the implementation of work standards, policies, and procedures for documenting, investigating, and reporting audit findings
- Directs supervisory staff engaged in overseeing the conduct of contract monitoring and fraud investigation activities
- Reviews and authorizes monitoring and investigation reports, ensuring accuracy, completeness, and appropriateness of findings and recommendations
- Directs the provision of technical assistance to delegate agencies in contract violation
- Authorizes corrective action measures for delegate agencies unable to comply with the terms and conditions of their contracts
- Meets with staff from delegate agencies to discuss issues of non-compliance and audit findings
- Directs investigations of contract fraud or abuse and coordinates efforts with other departments and outside agencies in exchanging information and resolving audit findings
- Directs special investigation projects and supervises the preparation of related reports
- Directs the preparation of comprehensive narrative, statistical and required reports regarding contract monitoring activities
- Serves as liaison to state and federal agencies, providing monitoring reports and responding to inquiries regarding same
- Directs staff training on contract specifications and audit reporting procedures
- Oversees the coordination of workshops on policies, procedures, and reporting requirements for vendors interested in applying for contracts

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

- Nine (9) years of program auditing or monitoring experience, of which one (1) year is in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college with an Associate's degree in Business Administration, Public Administration, or a directly related field, PLUS seven (7) years of program auditing or monitoring experience, of which one (1) year is in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college or university with a Bachelor's degree in Business Administration, Public Administration, or a directly related field, PLUS five (5) years of program

auditing or monitoring experience, of which one (1) year is in a supervisory role related to the responsibilities of the position, **OR**

- Graduation from an accredited college or university with a Master's degree or higher in Business Administration, Public Administration or a directly related field, PLUS four (4) years of program auditing or monitoring experience, of which one (1) year is in a supervisory role related to the responsibilities of the position

Licensure, Certification, or Other Qualifications

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

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, laptop and tablet)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Comprehensive knowledge of:

- *federal, state, local laws, regulations, and guidelines regarding contract monitoring and compliance
- *contract specifications and audit reporting policies and procedures
- *program and contract monitoring and evaluation methods, practices, and procedures

Some knowledge of:

- *management and supervisory methods, practices, and procedures

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, taking 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 to make improvements or take corrective action

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- *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
- *SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system
- *NEGOTIATION – Bring others together and trying to reconcile differences

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
- RECOGNIZE PROBLEMS – Tell when something is wrong or is likely to go wrong
- ORGANIZE INFORMATION – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
- REACH CONCLUSIONS – Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- 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
- ANALYTICAL THINKING – Analyze information and using 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.