



Code: 1601

Family: Legal and Regulatory

Service: Administrative

Group: Statistical, Technical, and Analytical

Series: Real Estate and Legal

CLASS TITLE: PROCESS SERVER

CHARACTERISTICS OF THE CLASS

Under supervision, delivers legal documents throughout Cook County to individuals in order to provide official notification of summonses to appear related to pending civil litigation cases and violations of the Municipal Code, and performs related duties as required

ESSENTIAL DUTIES

- Serves summonses and complaints to individuals for violations of the City's Municipal Code
- Serves subpoenas for civil litigation cases in order to request the appearance of witnesses for depositions and court hearings and for the production of designated items
- Accesses applicable databases (e.g., Accurint) to locate and verify current addresses where documents are to be served
- Makes telephone calls to individuals and conducts direct interviews with their neighbors in order to identify current addresses of individuals to be served
- Completes affidavits of service to document that legal papers have been properly served and attempts have been made to serve identified individuals
- Updates and maintains daily activity work logs to record dates and times that documents have been successfully served and attempts made at service
- Testifies at court proceedings to explain the process of serving legal documents and to provide details regarding specific assignments
- May retrieve inventoried items from the Police Department warehouse and transports them to court proceedings
- May drive Law Department attorneys to view incident scenes

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

Must be a retired police officer separated from service in good standing from a law enforcement agency after an aggregate of at least ten years.

Licensure, Certification, or Other Qualifications

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

WORKING CONDITIONS

- General office environment
- Exposure to outdoor weather conditions
- Exposure to hazardous situations (e.g., environmental dangers, construction sites with uneven terrain, etc.)

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine)
- Computers and peripheral equipment (e.g., personal desktop computer)
- Bullet-proof vest
- City-issued vehicle

PHYSICAL REQUIREMENTS

- Ability to walk and stand for extended or continuous periods of time
- Ability to access multi-level buildings and cramped areas
- Ability to drive a vehicle for extended or continuous periods of time

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- *applicable legislation, policies and procedures in servicing legal documents
- *customer service techniques
- *investigation and inspection methods, techniques, practices and procedures

Some knowledge of:

- *applicable computer software packages and applications
- geographical locations in the City and throughout Cook County
- record keeping and report preparation methods, practices and procedures

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

Skills

- *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
- *COMPLEX PROBLEM SOLVING – Identify complex problems and review related information to develop and evaluate options and implement solutions
- *TIME MANAGEMENT – Manage one's time or the time of others
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *NEGOTIATION – Bring others together and trying to reconcile differences
- *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

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
- COOPERATION – Be pleasant with others on the job and display a good-natured, cooperative attitude
- SELF-CONTROL – Maintain composure, keep emotions in check even in very difficult situations, control anger, and avoid aggressive behavior
- STRESS TOLERANCE – Accept criticism and deal calmly and effectively with high stress situations
- INDEPENDENCE – Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
- INNOVATION – Think creatively about alternatives to come up with new ideas for and answers to work-related 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
March, 2014