



Code: 1607

Family: Legal and Regulatory

Service: Administrative

Group: Statistical, Technical And Analytical

Series: Real Estate and Legal

CLASS TITLE: SUPERVISING PROCESS SERVER

CHARACTERISTICS OF THE CLASS

Under general supervision, the class functions as a working supervisor, supervising, and participating in the delivery of 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

- Assigns, supervises, and monitors the work of staff responsible for serving summonses and complaints to individuals in violation of the City's Municipal Code as well as subpoenas for civil litigation cases
- Prioritizes and schedules work assignments of staff to ensure requests for service are delivered in a timely manner
- Refers to GPS applications and conducts field visits to oversee the work of subordinate staff and provide technical assistance on atypical matters
- Updates and maintains departmental databases in order to track the status of attempted and successful service
- Compiles and prepares narrative and statistical reports of unit activities
- Conducts and facilitates training for personnel relative to process serving methods and procedures
- Participates in the development of work standards and the performance evaluation process of subordinate staff
- Testifies at court proceedings to explain the process of serving legal documents and to provide details regarding specific assignments
- Provides support to legal investigations operations by identifying and scheduling witnesses and serving as liaison to outside counsel and departmental attorneys

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 (10) years, PLUS two (2) years of work experience in serving legal documents, **OR**
- Must be an active police officer and agree to retire from service in good standing from a law enforcement agency after an aggregate of at least ten (10) years before hire, PLUS two (2) years of work experience in serving legal documents

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

Considerable knowledge of:

- *applicable legislation, policies and procedures in servicing legal documents
- *investigation and inspection methods, techniques, practices and procedures
- *applicable computer software packages and applications

Moderate knowledge of:

- *geographical locations in the City and throughout Cook County
- *record keeping and report preparation methods, practices and procedures
- *customer service techniques

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

Other knowledge as required for successful performance in the Process Server class

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
- *MONITORING – Monitor and assess performance of one's self, other individuals or organizations to make improvements or take corrective action
- *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

- *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 Process Server 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
- RECOGNIZE PROBLEMS – Tell when something is wrong or is likely to go wrong
- 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 Process Server class

Other Work Requirements

- LEADERSHIP – Demonstrate willingness to lead, take charge, and offer opinions and direction
- 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
- 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 using logic to address work or job issues and problems

Other characteristics as required for successful performance in the Process Server 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
August, 2017; April, 2025