



Code: 9671

Family: Human Resources

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: General Administrative

CLASS TITLE: CHIEF DIVERSITY OFFICER

CHARACTERISTICS OF THE CLASS

Reporting to the Commissioner of the Department of Human Resources, the Chief Diversity Officer serves as an executive-level strategist responsible for evolving and implementing the City's diversity and inclusion strategy of ensuring and maintaining (having an environment of inclusion that welcomes, supports and promotes diversity both in terms of people, but also of ideas) a workforce that is closely reflective of the City's population. This strategy is executed by partnering and collaboratively working within the City, especially The Office of the Mayor and City Council, City departments, bargaining units, etc.; and with external constituencies including but not limited to Sister Agencies, community / neighborhood organizations, other government agencies (county, state, federal), and diversity organizations.

ESSENTIAL DUTIES

- Works to continuously improve and update the diversity and inclusion strategy by guiding efforts and creating opportunities to define, assess and promote Diversity, Equity and Inclusion.
- Serves as overall advisor to senior city management in terms of understanding problems and working with them to resolve.
- Serves as advisor and partner to ensure the work environment is inclusive by welcoming, supporting, respectful, and promoting employee engagement in terms of encouraging employees providing process improvement ideas, and other enhancements. Create an environment where employees feel comfortable, needed, and their ideas are truly considered, which in-turn promote the other important goal of Retention. Inclusiveness leads to retention and reduced turnover.
- Partners and collaborates with The Office of the Mayor and City Council, and other City departments to promote existing diversity and inclusion initiatives
- Works closely with The Office of the Mayor, City Council, Human Resources and other departments in terms of understanding the concerns and issues they face, and works with them to improve existing methods of promoting diversity and inclusion, and/or incorporating their ideas into the development of new initiatives
- Engages with Aldermen and serves as advisor and counselor to assist with outreach within their wards to advance diversity and inclusion, and more importantly assisting the Alderman in serving his/her constituents in areas ranging from obtaining job skills, how to promote the skills they have via training on resume writing, dress, interview processes used by companies, as well as those used by the City, applying online, testing strategies, etc.
- Reviews and prepares reports on hiring, promotions, transfers, training (if possible), and terminations. These statistics will help identify barriers to diversity. A simple example would be noting a department with high turnover among minorities. While this may not mean that there is something amiss, but does target limited resources to areas that may need assistance and/or additional training.
- Provides regular reports and/or presentations to The Office of Mayor and City Council
- Seeks to develop new partnerships that will enhance the City's ability to reach as wide and diverse a population as possible. In addition, works to develop partnerships with organizations not tied directly to employment issues such community organizations focused on education, housing, immigration or other issues. That is goes beyond the well-known professional

organizations that are either dedicated to supporting career development and employment opportunities for a specific group or have chapters within a broader professional association that does the same.

- Collaborates with City departments and in conjunction with the City's Public Schools and Colleges in terms of continuing to improve communication as to the knowledge, skills and abilities required by the various City departments that may be provided by the City's educational system
- Collaborate with Sister Agencies, Cook County, local State and Federal agencies, other government organizations or organizations backed by government and private funds such as Metra, to identify the knowledge, skills and abilities these organizations need, but also increase awareness of opportunities at these organizations to City residents.
- Partners with other educational institutions to increase awareness of various types of positions that the City has and works with the Career Development departments to have an accessible list of current job openings that might be appropriate for their students, along with a with a method of contact to find out more information.
- Partners with unions in terms of apprenticeship programs that currently exist with the City, and look to expand other programs. In additions works with unions to support their efforts in terms of diversity and inclusion.
- Consider coordinating with Sister Agencies and other government organizations in terms of collaborating on larger programs that cover similar jobs found in most if not all agencies, and reduce competition between the agencies.
- Directs the preparation of program budgets, monitors expenditures and prepares management reports on program activities

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 Business Administration, Public Administration, or directly related field, plus five (5) years of work experience in Benefits program management

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, scanners)

PHYSICAL REQUIREMENTS

- None

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Comprehensive knowledge of:

- applicable City departments and departmental services, programs, and resources
- *program planning and administration
- employee benefits programs
- benefits eligibility programs
- benefits program management and administration

Moderate knowledge of:

- *management and supervisory methods, practices, and procedures
- budget preparation and planning

Some knowledge of:

- *applicable computer software packages

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
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *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
- *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

- INITIATIVE - Demonstrate willingness to take on job challenges
- 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
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems
- 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.

City of Chicago
Department of Human Resources
November, 2016