



Code: 9819
Family: Legal and Regulatory
Service: Exempt
Series: Exempt

CLASS TITLE: MANAGER OF ADMINISTRATIVE ADJUDICATION

CHARACTERISTICS OF THE CLASS:

Under general direction, manages the administrative adjudication process for violations of City codes and ordinances at the Central Hearing Facility

ESSENTIAL DUTIES

- Plans, coordinates, and directs the activities of the City's administrative adjudication process
- Develops, implements, and evaluates policies and standards relative to administrative adjudication to improve operations to ensure uniformity and fairness of proceedings
- Identifies and resolves legal issues pertaining to all aspects of the administrative adjudication processes and procedures
- Provides assistance to staff in responding to atypical inquiries and complaints from the public
- Reads, interprets, and explains various documents (e.g., legal documents, requests for information, letters, memoranda) to the general public
- Instructs customers concerning the legal terms, requirements (e.g., proof of vehicle registration, documents, other supporting evidence), applicable hearing procedures, and provisions of municipal codes prior to hearings
- Reviews and researches written complaints, settlements, and audio recordings to determine validity of rulings are rendered fair, impartial, and consistent with applicable ordinances, rules, regulations and established legal standards
- Responds to Freedom of Information Act (FOIA) requests and ensures documents conform to requirements
- Creates and updates training curriculum and materials and conducts training for staff in relevant legal issues
- Prepares work activity reports and conducts analyses to improve productivity
- Participates in the hiring and training of administrative law officers and related staff
- Supervises staff engaged in various administrative and support 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 American Bar Association (ABA) accredited law school, plus four (4) years of professional legal work experience of which two (2) are in a supervisory role or case management capacity related to the responsibilities of the position

Licensure, Certification, or Other Qualifications

- Admission to the Illinois Bar (or eligible for admission on motion to the Illinois Bar pursuant to Illinois Supreme Court Rule 705)

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator, adding machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

PHYSICAL REQUIREMENTS

- No specific requirements

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

Comprehensive knowledge of:

- federal and state legislation and its impact on City ordinances
- applicable local laws, regulations, and guidelines
- the legal system and the principles and practices of applicable areas of the law
- courtroom procedures and legal terminology
- legal research methods, techniques, and resources
- supervisory and management methods, practices, and procedures
- the City's organizational structure

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, take 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
- *COORDINATION WITH OTHERS – Adjust actions in relation to others' actions
- *NEGOTIATION – Bring others together and trying to reconcile differences
- *COMPLEX PROBLEM SOLVING – Identify complex problems and review related information to develop and evaluate options and implement solutions
- *JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions to choose the most appropriate one
- *SOCIAL PERCEPTIVENESS – Demonstrate awareness of others' reactions and understand why they react as they do

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
- *MAKE SENSE OF INFORMATION – Quickly make sense of, combine, and organize information into meaningful patterns
- *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
- 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
- CONCERN FOR OTHERS – Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- 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

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
October, 2018