



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
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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