CLASS TITLE:  Supervising Consumer Investigator

CHARACTERISTICS OF THE CLASS: Under general supervision, oversees investigators engaged in inspecting various business establishments for compliance with consumer protection ordinances; and performs related duties as required.

ESSENTIAL DUTIES: Assigns consumer complaints and business inspections to investigative staff; determines work priorities for field inspections and complaint investigations; monitors and reviews staff inspection and investigation activities; assists investigators with difficult or complex inspections and investigations; reviews inspection reports and citations issued for completeness and appropriateness; instructs and trains new employees in inspectional and investigative methods and procedures; testifies in court on citations issued; approves business closings for establishments found to be in non-compliance with the Consumer Protection Ordinance; interprets the Consumer Protection Ordinance to staff and business managers; serves as liaison to the Cook County State’s Attorney's Office and the Illinois Attorney General’s Office on cases dealing with consumer fraud or deception; maintains records and prepares work related reports.

RELATED DUTIES: Drives to sites of business establishments to conduct consumer investigations.

MINIMUM QUALIFICATIONS:

Training and Experience. Three years of work experience in consumer protection, investigation or enforcement, or an equivalent combination of training and experience. A valid State of Illinois driver’s license is required. Must have the permanent use of an automobile that is properly insured including a clause specifically insuring the City of Chicago from accident liability.

Knowledge, Abilities and Skill. Considerable knowledge of investigative and inspectional procedures. Considerable knowledge of consumer protection ordinances and the municipal code. Good knowledge of the geography of the City.

Ability to plan, supervise and inspect the work of investigations staff. Ability to train employees in inspection and investigative methods. Ability to operate an automobile. Ability to access multi-level facilities.
CLASS TITLE: Supervising Consumer Investigator (Cont’d)

Good investigative and inspectional skills. Good human relations skills. Good oral and written communication skills.

Working Conditions. General office environment.

Equipment. Two-way radio and standard office equipment.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.