



Code: 1211

Family: Legal and Regulatory

Service: Administrative

Group: Statistical, Technical, and Analytical

Series: Examining and Licensing

CLASS TITLE: SUPERVISOR OF BUSINESS COMPLIANCE INVESTIGATIONS

CHARACTERISTICS OF THE CLASS

Under general supervision, oversees investigators engaged in a full range of investigative duties to ensure compliance with the City's ordinances governing businesses, consumer protection, and public vehicles, and performs related duties as required

ESSENTIAL DUTIES

- Assigns, supervises, and monitors the activities of staff engaged in conducting investigations on business compliance, consumer protection, weights and measures, truck weights, and public vehicles
- Plans enforcement projects and prioritizes work activities for field inspections and investigations; collaborates with City departments to coordinate license investigation and enforcement activities
- Researches and responds to sensitive inquiries and complaints from City officials and the public regarding license compliance investigations
- Coordinates large-scale investigations requiring coordination between operating departments and outside agencies; assists staff with difficult, complex or atypical inspections and investigations
- Reviews reports prepared by staff for completeness of information and appropriateness of action taken in the IRIS system
- Assists in the development and implementation of policies and procedures to improve unit efficiency
- Coordinates the confiscation of illegal merchandise and the shut-down of businesses with local law enforcement agencies
- Reviews enforcement action issued by investigators for correctness and adherence to standards
- Serves as a liaison to various municipal, state, and federal agencies on business licensing, consumer fraud or deception, public vehicles, and other issues as needed
- Develops working partnerships with the Chicago Police Department for investigations and joint task force initiatives
- Instructs and trains staff in all aspects of business compliance, as well as investigative methods and procedures
- Prepares monthly program activity reports and related work reports for management review
- Monitors and evaluates work performance of subordinate staff and prepares performance appraisals; has significant say in an employee's hiring, advancement, promotion, etc.
- Attends disciplinary meetings with staff; initiates and enforces disciplinary actions as required; responds to and resolves work related conflicts or problems with staff; enforces personnel rules

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.*

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MINIMUM QUALIFICATIONS**Education, Training, and Experience**

- Graduation from an accredited college or university with an Associate's degree, or 60 hours, of college credit in Criminal Justice, Law Enforcement, or a directly related field, plus three years of investigative work experience; **OR** five years of investigative work experience; or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

- 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

WORKING CONDITIONS

- General office environment
- Exposure to outdoor weather conditions (exposure to fumes, dust, and oily / wet environments are required for some positions)

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)
- Smart phone photographic and video equipment
- Two-way radio
- Laser range meter and measuring wheel devices

PHYSICAL REQUIREMENTS

- Extremely heavy lifting and carrying (ranging from 75 to 85 pounds) is required for some positions
- Some lifting (up to 35 pounds) is required
- Ability to stand, walk and bend for extended or continuous periods of time
- Ability to use and operate applicable hand tools and equipment requiring continuous hand gripping
- Ability to physically endure working in outdoor weather conditions
- Ability to operate heavy machinery for heavy duty scale inspections
- Ability to climb (e.g. access cabs of trucks or vehicles, staircases)

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

Comprehensive knowledge of:

- permit and licensing applications, fees, and programs
- *applicable computer office software (MS Word, Excel, PowerPoint, Access)
- *investigation and inspection methods, techniques, practices, and procedures

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- City databases (IRIS, CSR, AHMS)
- quality control / assurance (evidence collection and record keeping)

Moderate knowledge of:

- permit and licensing applications, fees, and programs
- Federal, State, and local laws, regulations, and ordinances governing business with an emphasis on COC licensing, consumer protection, public vehicle
- geographic areas of the City
- administrative / MLC hearings courtroom procedures

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

Other knowledge as required for successful performance in the Business Compliance Investigator class

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
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- COMPLEX PROBLEM SOLVING – Identify complex problems and review related information to develop and evaluate options and implements solutions
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- INDEPENDENCE – Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
- SOCIAL PERCEPTIVENESS – Demonstrate awareness of others' reactions and understand why they react as they do

Other skills as required for successful performance in the Business Compliance Investigator 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

Other abilities as required for successful performance in the Business Compliance Investigator class

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Other Work Requirements

- 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
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done

Other characteristics as required for successful performance in the Business Compliance Investigator 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
April, 2017