



Code: 2492
Family: Legal and Regulatory
Service: Health and Welfare
Group: Inspectional
Series: Consumer Service

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 and Illinois Attorney General's Office on cases dealing with consumer fraud or deception
- Maintains records and prepares work-related reports
- Drives to sites of business establishments to conduct consumer investigations

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

- Three years of consumer protection investigative or enforcement 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

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)
- Two-way radio
- Photographic and video equipment

PHYSICAL REQUIREMENTS

- Ability to walk for extended periods of time
- Ability to access staircases, ladders, and/or step stools

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

Advanced knowledge of:

- geographical locations in the City

Considerable knowledge of:

- *investigation and inspection methods, techniques, practices, and procedures
- *record keeping and report preparation methods, practices, and procedures
- *customer service techniques

Moderate knowledge of:

- *federal and state legislation and its impact on City ordinances related to consumer protection
- *permit and licensing applications, fees, and programs

Some knowledge of:

- supervisory methods, practices, and procedures

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

Other knowledge as required for successful performance in the Consumer Investigator II 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
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- NEGOTIATION - Bring others together and trying to reconcile differences

Other skills as required for successful performance in the Consumer Investigator II 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
- 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

Other abilities as required for successful performance in the Consumer Investigator II class

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- SELF-CONTROL - Maintain composure, keep emotions in check even in very difficult situations, control anger, and avoid aggressive behavior
- STRESS TOLERANCE - Accept criticism and deal calmly and effectively with high stress situations
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

Other characteristics as required for successful performance in the Consumer Investigator II 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
March, 2015