



**Code: 3084**  
Family: Health and Human Services  
Service: Health and Welfare  
Group: Medical and Social Service  
Series: Human Relations

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## **CLASS TITLE: HUMAN RELATIONS INVESTIGATOR I**

### **CHARACTERISTICS OF THE CLASS**

Under immediate supervision, performs entry-level professional work in conducting investigations of complaints of discrimination filed with the City of Chicago's Commission on Human Relations, and performs related duties as required

### **ESSENTIAL DUTIES**

- Conducts less complex investigations of discrimination complaints in the areas of employment, housing, public accommodation, credit, and bonding
- Receives and assists complainants in drafting discrimination complaints
- Interviews complainant to determine if a complaint is within the jurisdiction of the Commission before accepting the complaint
- Prepares respondent notifications to request information and documentary evidence to proceed with investigation
- Interviews parties and witnesses involved in the complaint to gather facts and reviews documents for evidence of alleged discrimination
- Prepares detailed investigative reports including case summaries and findings and makes recommendations for proper action and resolution
- Mediates disputes between parties in order to help arrive at agreement and settlement of cases
- Monitors assigned cases in order to ensure deadlines for recommended actions are met
- Prepares a variety of documents including correspondence to parties and witnesses and settlement agreements
- Maintains case records and related documents
- Responds to inquiries and provides information on the Commission's functions

**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 accredited college or university with a Bachelor's degree in the Social Sciences, Liberal Arts, English, or a directly related field

#### **Licensure, Certification, or Other Qualifications**

- None

### **WORKING CONDITIONS**

- General office environment

### **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, scanner )

**PHYSICAL REQUIREMENTS**

- No specific requirements

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

Some knowledge of:

- applicable federal, state, local laws, regulations, and guidelines
- applicable computer software packages and applications
- case management methods and procedures
- investigatory methods, practices, and procedures
- mediation and conflict resolution methods, practices, and procedures

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

**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
- MEDIATION – Apply mediation and conflict resolution methods and practices to help parties arrive at agreement, settle disputes and reconcile differences
- 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

**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

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges

- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
  - ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
  - ANALYTICAL THINKING – Analyze information and use logic to address work or job issues and problems.
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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.

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City of Chicago  
Department of Human Resources  
July, 2010