



Code: 3086
Family: Health and Human Services
Service: Health and Welfare
Group: Medical and Social Service
Series: Human Relations

CLASS TITLE: HUMAN RELATIONS INVESTIGATOR III

CHARACTERISTICS OF THE CLASS

Under general supervision, functions as a lead worker, conducting investigations of complaints of discrimination, including those of a complex or difficult nature, filed with the City of Chicago's Commission on Human Relations, and performs related duties as required

ESSENTIAL DUTIES

- Conducts investigations of complex and difficult cases regarding complaints of discrimination in the areas of employment, housing, public accommodation, credit, and bonding
- Assists less experienced investigators in reviewing and investigating cases
- Receives and assists complainants in drafting discrimination complaints
- Interviews complainants to determine if complaint is within the jurisdiction of the Commission before accepting the complaint
- Prepares respondent notifications to request information and documentary evidence needed 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 and assists staff in mediating disputes between parties in order to arrive at settlement agreements
- Monitors assigned cases in order to ensure deadlines for recommended actions are met
- Provides assistance to lower level Human Relations Investigators in the performance of their intake and investigative duties
- Trains new investigative staff on intake and investigative procedures
- Speaks before groups and gives presentations on services provided by the Commission
- Responds to calls from the public including those concerning issues of a difficult or unusual nature

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, plus three years of work experience in the investigation of discrimination complaints; or an equivalent combination of education, training and experience provided that the minimum degree requirement is met

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**

Considerable 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

Some knowledge of:

- applicable research and analytical practices and procedures
- record keeping methods, practices, and procedures

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

Other knowledge as required for successful performance in the Human Relations Investigator class series

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
- COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- MEDIATION – Apply mediation and conflict resolution methods and practices to help parties arrive at agreement, settle disputes and reconcile differences
- JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Other skills as required for successful performance in the Human Relations Investigator class series

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 abilities as required for successful performance in the Human Relations Investigator class series

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 using logic to address work or job issues and problems

Other characteristics as required for successful performance in the Human Relations Investigator class series

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
July, 2010