



Code: 1171

Family: Legal and Regulatory

Service: Administrative

Group: Statistical, Technical and Analytical

Series: Budget and Procedure Analysis

CLASS TITLE: QUALITY MANAGEMENT ANALYST - COPA

CHARACTERISTICS OF THE CLASS

Under supervision, this position with the City of Chicago's Civilian Office of Police Accountability (COPA) performs quality assurance and program auditing functions in support of COPA's investigative operations to ensure the effectiveness and efficiency of the agency's investigative processes and to ensure that the agency meets its investigative mission in a timely manner, and performs related duties as required

ESSENTIAL DUTIES

- Conducts quality control reviews of investigative case files, data and reports in support of the agency's internal audit program intended to assess the integrity of the complaint intake function, the transition of complaints to investigations, and the quality and timeliness of the investigative processes
- Accesses case management system to conduct review of agency case files (i.e., video, audio, transcripts, case reports, etc.)
- Reviews agency case files and summary reports to ensure consistent quality and timeliness
- Tracks and reports on cases as they move through the administrative process
- Provides administrative support to the Director of Quality Management in the onboarding of new investigative staff, and implementing ongoing training for all investigative staff
- Helps to ensure that investigations are in compliance with all legal requirements
- Provides management reports on key investigative performance indicators

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 plus one (1) year of work experience in program auditing or operations analysis, 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, adding machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- generally accepted business process principles and practices
- program planning, development and implementation methods, practices and procedures
- program auditing, monitoring and evaluation methods, practices and procedures
- data analysis and report preparation
- applicable writing and editing techniques

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, taking 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
- *TIME MANAGEMENT - Manage one's own time
- *JUDGMENT 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
- RECOGNIZE PROBLEMS – Tell when something is wrong or is likely to go wrong
- 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
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

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
 - INDEPENDENCE - Conduct audits and related work in an objective and independent manner, adhering to high standards of ethical conduct, and evaluates investigator case files without bias or concern for personal interest
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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.

City of Chicago
Department of Human Resources
July, 2019