



Code: 1396
Family: Human Resources
Service: Administrative
Group: Statistical, Technical, and Analytical
Series: Personnel

CLASS TITLE: HUMAN RESOURCES ASSOCIATE – INSPECTOR GENERAL

CHARACTERISTICS OF THE CLASS

Under supervision, the class assists in the performance of professional Human Resources functions to support the Office of the Inspector General (OIG), and performs related duties as required

ESSENTIAL DUTIES

- Acts as a liaison and maintains relationships with external entities to recruit talent for department vacancies
- Maintains integrity and ensures compliance of the department employment hiring plan ensuring all hiring policies and procedures are followed accordingly
- Updates job requirements with external databases as required
- Works with department stakeholders to coordinate the interviewing, selection, and hiring of employees
- Participates in the scheduling of interviews and administration of tests for candidates
- Onboards new employees by providing necessary orientation and training sessions
- Maintains timekeeping records and assists employees with time record reconciliation
- Tracks, monitors, and reports metrics on HR programs to measure productivity
- Tracks and maintains records of HR data (e.g., organizational charts, reporting/certification forms, seating charts, contractor lists)
- Provides information and responds to employee inquiries (e.g., wellness and health, benefits, salary, and human resources programs and processes) in a timely manner
- Interprets and explains human resources policies and procedures to managers and supervisors
- Responds to confidential and sensitive employee concerns
- Troubleshoots job application inquiries submitted from prospective applicants
- Assists in planning and organizing special departmental events, as required

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 Human Resources Management, Business Administration, or a directly related field, plus one (1) year of professional human resources experience, or an equivalent combination of education, training and experience.

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)

PHYSICAL REQUIREMENTS

- No specific requirements

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

Some knowledge of:

- human resources principles, policies, practices, and techniques
- recruitment techniques and practices
- City's timekeeping and payroll processing policies and procedures
- training methods, practices, procedures, and resources
- employee benefits policies and procedures
- applicable computer software packages and applications

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

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
- **COORDINATION WITH OTHERS** - Adjust actions in relation to others' actions

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

Other Work Requirements

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- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
 - DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
 - ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
 - INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
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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
February, 2023