



Code: 2491
Family: Legal and Regulatory
Service: Health and Welfare
Group: Inspectional
Series: Consumer Service

CLASS TITLE: CONSUMER INVESTIGATOR II

CHARACTERISTICS OF THE CLASS

Under supervision, serves as a senior investigator in the inspection of various business establishments for compliance with consumer protection ordinances, and performs related duties as required

ESSENTIAL DUTIES

- Conducts difficult or complex investigations and inspections of various business establishments to ensure compliance with consumer protection rules, regulations and license requirements or in response to consumer complaints of deceptive practices (e.g., Alternative Pricing System, posted pricing guides, product safety, reselling of goods)
- Gathers information, obtains evidence, determines the validity of complaints and prepares case reports
- Inspects scales and measuring devices to ensure accuracy of calibration
- Issues citations for violations of consumer protection ordinances
- Conducts exterior inspections of establishments in response to complaints involving possible consumer protection violations
- Advises owners or managers on safety standards, existing violations, and regulations regarding consumer protection rules
- Re-inspects establishments cited for violations to ensure corrective actions have been taken
- Testifies in Administrative Hearings regarding violations
- Prepares and maintains inspection reports, records and supporting documentation (e.g., photos, citations)
- Responds to inquiries on consumer protection ordinance violations, complaints and compliance methods
- Assists in training lower-level Consumer Investigators to conduct inspections

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

- Two years of progressively responsible consumer protection investigative experience; or an equivalent combination of 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

- Exposure to outdoor weather conditions

- Exposure to fumes or dust
- Exposure to oily or wet 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

- Some lifting (up to 35 pounds) is required
- Ability to stand and walk for extended periods of time
- Ability to access staircases, ladders, and/or step stools

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

Moderate knowledge of:

- geographical locations in the City
- *applicable federal and state, and municipal codes relating to consumer protection violations
- *investigation and inspection methods, techniques, practices, and procedures
- *equipment, methods, practices and procedures related to consumer protection
- *report preparation methods, practices, and procedures

Some knowledge of:

- *permit and licensing requirements

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

Other knowledge as required for successful performance in the Consumer Investigator I 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
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- QUALITY CONTROL ANALYSIS - Conduct tests and inspections of products, services, or processes to evaluate quality or performance

Other skills as required for successful performance in the Consumer Investigator I 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
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong

Other abilities as required for successful performance in the Consumer Investigator I 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
July, 2014