



Code: 0351
Family: Legal and Regulatory
Service: Administrative
Group: Clerical, Accounting, and General Office
Series: General Administrative

CLASS TITLE: SENIOR BUSINESS CONSULTANT

CHARACTERISTICS OF THE CLASS

Under general supervision, performs at the senior level, providing business planning and licensing services to business owners engaged in starting up, expanding, or maintaining their business operations, and performs related duties as required

ESSENTIAL DUTIES

- Conducts in-depth needs assessments of current or planned business activities to determine specific programs, services, and regulatory requirements that apply to their respective operations
- Interviews clients and reviews completed applications and business documents in order to obtain information concerning their business operations and to determine the types of business licenses and permits required
- Advises clients of required inspections prior to the issuance of designated business licenses
- Develops comprehensive work plans to document and prioritize identified issues and assists businesses in their implementation
- Interacts with staff in municipal agencies and City departments to facilitate the processing of permits and licenses and to obtain service and program information
- Conducts research via the Internet and through the surveying of outside agencies to respond to new or atypical requests for services or business assistance
- Refers business owners to local, state, and national business assistance programs and initiatives to assist in the implementation of start-up and expansion plans
- Manages workload of assigned cases and prepares status reports
- Prepares correspondence to business owners regarding pending issues and status of progress
- Acts as customer service representative to assist businesses with problem resolution
- Provides technical assistance to Business Consultants, 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 Business Administration or a directly related field, plus two years of business planning or consulting work 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, modems)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- permit and licensing applications, fees, and programs
- applicable federal, state, and local laws, regulations, and guidelines
- impact of federal and state legislation on City ordinances
- *customer service techniques

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

Other knowledge as required for successful performance in the Business Consultant 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
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- *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 Business Consultant 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

- 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
- ORGANIZE INFORMATION - Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other abilities as required for successful performance in the Business Consultant class

Other Work Requirements

- PERSISTENCE - Persist in the face of obstacles on the job
- INITIATIVE - Demonstrate willingness to take on job challenges
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- 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 Business Consultant 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
(Valtera Corporation)

Date: June, 2010