



Code: 1209

Family: Legal and Regulatory

Service: Administrative

Group: Statistical, Technical, and Analytical

Series: Examining and Licensing

CLASS TITLE: SUPERVISOR OF LABOR STANDARDS INVESTIGATORS

CHARACTERISTICS OF THE CLASS

Under general supervision, functions as a working supervisor to Labor Standards Investigators engaged in the implementation and enforcement of the City's labor laws, rules, and regulations, conducting investigations involving claims related to labor standard violations; and performs related duties as required

ESSENTIAL DUTIES

- Assigns, supervises, and monitors the activities of staff engaged in promoting the implementation and enforcement of the City's labor laws, rules, and regulations, and conducting investigations involving claims related to labor standard violations
- Plans enforcement activities and assignments of work activities for field inspections and investigations; collaborates with City departments to coordinate resources to prioritize investigation and enforcement activities
- Conducts complex investigations and makes recommendations of those non-compliance of Chicago's Labor Standards and determines whether an investigation should commence
- Reviews reports prepared by staff and complaints submitted by complainants and anonymous filers for completeness of information and appropriateness in the investigative process
- Serves as a liaison and develops working partnerships with non-for-profits and various municipal, state, and federal agencies on business licensing, consumer fraud or deception, public vehicles, and other issues as required
- Instructs and trains staff in all aspects of investigative and enforcement process
- Interprets and applies City of Chicago labor standards, workforce development policies, contracts or equal benefit laws, rules, and regulations
- Attends disciplinary meetings with staff; initiates and enforces disciplinary actions as required; responds to and resolves work-related conflicts or problems with staff; enforces personnel rules
- Travels to outreach events, meetings, and makes site visits
- Develops, reviews, and implements new training manuals and investigative procedures

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 an Bachelor's degree, plus four (4) years of experience conducting civil, criminal, or factual investigations that involve gathering, analyzing and evaluating evidence; conducting in-depth research, analysis and report writing; and conducting interviews with witnesses; **OR** graduation from an American Bar Association (ABA) accredited law, plus two (2) years of experience; **OR** an equivalent combination of education, training and experience, provided the minimum degree requirement is met.

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required

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**

Comprehensive knowledge of:

- *applicable federal, state, local laws, statutes, regulations, and guidelines
- implementation and enforcement of Municipal Code of Chicago, rules, regulations
- *investigation and inspection methods, techniques, practices, and procedures
- *record keeping and reporting processes

Moderate knowledge of:

- supervisory methods, practices, and procedures
- report preparation methods, practices, and procedures

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, 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
- **COMPLEX PROBLEM SOLVING** – Identify complex problems and review related information to develop and evaluate options and implements solutions
- **TIME MANAGEMENT** - Manage one's own time or the time of others
- **MONITORING** - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- **INDEPENDENCE** – Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
- **SOCIAL PERCEPTIVENESS** – Demonstrate awareness of others' reactions and understand why they react as they do

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Other skills as required for successful performance in the Labor Standards Investigator 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
- 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 Labor Standards Investigator class

Other Work Requirements

- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done

Other work requirements as required for successful performance in the Labor Standards Investigators 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
January, 2024