



Code: 1254
Family: Legal and Regulatory
Service: Administrative
Group: Statistical, Technical, and Analytical
Series: Examining and Licensing

CLASS TITLE: INVESTIGATOR SPECIALIST

CHARACTERISTICS OF THE CLASS

Under supervision, investigates more complex cases involving allegations of criminal activity, official misconduct and residency violations by City employees, including large-scale and complex investigations, and performs related duties as required

ESSENTIAL DUTIES

- Interviews difficult or uncooperative complainants, witnesses, and employees to gather facts and investigate alleged criminal activities, official misconduct, and violations of personnel and administrative rule violations by City employees
- Functions as a lead investigator on large-scale investigations requiring the coordination of investigative activities by a team of investigators
- Provides direction and guidance to lower level investigators
- Conducts investigations of complex cases requiring specialized investigative and surveillance skills
- Conducts site visits to gather physical evidence and examines work records and related documents
- Performs surveillance duties to observe criminal activities or misconduct (e.g., fraud, corruption, residency violations)
- Trains and assists entry level investigators on standard and specialized investigative techniques
- Prepares detailed reports of investigations conducted, including findings, and makes disciplinary recommendations
- Uses photographic and video equipment in the conduct of surveillance work
- Testifies in court, at arbitrations, or before Personnel Board hearings on investigations conducted and findings
- Maintains records of investigations, correspondence, and related case documentation
- Administers drug/alcohol tests to employees

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 the Social Sciences, Criminal Justice, Human Resources or a directly related field, plus two years of work experience in the conduct of investigations of criminal or fraudulent activity OR two years of work experience in the performance of fact finding analyses and investigative research and reporting; or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required
- Availability to work any duty watch is required

WORKING CONDITIONS

- General office environment
- Exposure to outdoor environment
- Availability to work on a 24-hour call basis

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)
- Two-way radio
- Photographic and video equipment

PHYSICAL REQUIREMENTS

- None

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- *investigation and inspection methods, techniques, practices, and procedures
- evidence collection and analysis methods, practices, and procedures

Moderate knowledge of:

- *record keeping and report preparation methods, practices, and procedures
- courtroom procedures and legal terminology

Some knowledge of:

- applicable federal and state laws, regulations, and guidelines

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

Other knowledge as required for successful performance in the Investigator 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
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *PERSUASION - Persuade others to change their minds or behavior

- *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 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
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- 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 Investigator 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 Investigator 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.