



**Code: 0352**

Family: Legal and Regulatory

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: General Administrative

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## **CLASS TITLE: BUSINESS CONSULTANT SUPERVISOR**

### **CHARACTERISTICS OF THE CLASS**

Under direction, functions as a supervisor, directing the work of staff engaged in advising and assisting business owners with the start-up, expansion, and maintenance of operations for new or existing business establishments, and performs related duties as required

### **ESSENTIAL DUTIES**

- Assigns, coordinates, and monitors the activities of staff engaged in advising business owners of applicable license and permit requirements for new or existing business establishments
- Reviews and approves work plans developed by staff for completeness and appropriateness and makes modifications as required
- Provides technical assistance to staff in resolving problematic cases or identifying resources for atypical and complex service requests
- Evaluates the work performance of Business Consultant staff and trains or coordinates training, as needed
- Assists in developing and implementing work standards and recommending changes to improve unit efficiency
- Prepares comprehensive status reports on unit activities
- Serves as liaison to municipal, state, and federal agencies to troubleshoot sensitive or atypical service requests
- Provides direct and referral assistance for complex businesses operations

**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 four years of business planning or consulting work experience, of which two years are in a supervisory role related to the responsibilities of the position; 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**

Considerable knowledge of:

- \*city's business license ordinances and their requirements
- \*procedures for the review and processing of license and permit applications
- applicable federal, state, and local laws, regulations, and guidelines
- \*customer service techniques

Some knowledge of:

- \*supervisory methods, practices, and procedures

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

Other knowledge as required for successful performance in the Senior 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
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- \*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 Senior 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

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- 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 Senior Business Consultant class

**Other Work Requirements**

- PERSISTENCE - Persist in the face of obstacles on the job
- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- 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 Senior Business Consultant class

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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.

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City of Chicago  
Department of Human Resources  
(Valtera Corporation)

Date: August, 2010