

CLASS TITLE: Chief Consumer Service Supervisor

CHARACTERISTICS OF THE CLASS: Under direction, the class is managerial in nature, directing supervisory staff responsible for enforcing ordinances pertaining to weights and measures, public passenger vehicles and chauffeurs and license enforcement to protect the public against consumer fraud and deceptive practices; and performs related duties as required.

ESSENTIAL DUTIES: Directs staff engaged in supervising consumer investigative staff responsible for responding to complaints and allegations of consumer fraud; develops and implements operating policies and work procedures to ensure operational effectiveness; develops work standards and evaluates performance of supervisory staff; directs the preparation of work schedules including the prioritization and assignment of consumer complaints for investigation; plans and monitors special consumer fraud investigations including inspections of home repair businesses and motor vehicle repair shops; oversees the review of inspection reports to ensure investigations are conducted in a thorough and timely manner; reviews citations issued for completeness and appropriateness and determines if re-investigations are required; authorizes business closings for establishments found to be in non-compliance with consumer protection ordinances and regulations; acts as a liaison to the Cook County State's Attorney's Office and the Illinois Attorney General's Office on cases dealing with consumer fraud or deception; interprets and explains regulations regarding consumer protection ordinances to staff and the general public; develops staff training programs on new or modified investigation procedures and policies; prepares management reports on the unit's work activities.

RELATED DUTIES: Assists staff in the review of complex investigations; directs inspections conducted at the Maxwell Street Market; participates on various investigative task forces and committees with other city departments; oversees the procurement of equipment and supplies needed for investigations; may testify in court regarding violations.

MINIMUM QUALIFICATIONS:

Training and Experience. Five years of progressively responsible consumer protection or enforcement work experience, including two years of supervisory experience, or an equivalent combination of training and experience is required.

Code: 2474
Health and Welfare Service
Inspectional Group
Consumer Services Series

CLASS TITLE: Chief Consumer Service Supervisor (Cont'd)

Knowledge, Abilities and Skill. Considerable knowledge of investigative techniques and procedures. Considerable knowledge of the consumer protection ordinances. Good knowledge of management practices. Good knowledge of geographic areas of the city.

Ability to manage task force inspections. Ability to develop and implement work procedures. Ability to work with outside enforcement agencies.

Considerable investigative and inspectional skills. Considerable skill in the interpretation and explanation of the consumer protection ordinance. Good supervisory skills. Good oral and written communication skills.

Working Conditions. General office environment.

Equipment. Standard office equipment including a personal computer.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

April, 2003
City of Chicago
Department of Personnel