



COMPLAINT INTAKE SPECIALIST - IG (Office of Inspector General)

Visit www.igchicago.org to apply

Under direction of a Chief Investigator, this position performs administrative support functions in the conduct and coordination of the complaint intake process for the Office of Inspector General (OIG).

DUTIES:

- Process complaints for the OIG
- Interviews complainants to ascertain required information
- Writes detailed investigative reports
- Enters complaints into the OIG's case management system
- Analyzes complaint data and advises management on potential complaint trends
- Conducts fact finding research and requests work records and related documents as assigned
- Follows up on complaints, inquiries, and concerns to ensure they are resolved in a timely manner
- Performs investigative support functions such as scanning, photocopying, data entry, etc.
- Interacts professionally with members of the public, elected officials, appointed officials, civic organizations and other individuals associated with private and public entities including commercial and non-profit organizations.

MINIMUM QUALIFICATIONS: Graduation from an accredited college or university with a Bachelor's degree plus one year of administrative work experience, or an equivalent combination of education, training, and experience provided that the minimum degree requirement is met.

DESIRED EXPERIENCE, SKILLS AND ABILITIES:

- Language fluency in both English and Spanish.
- Excellent analytical skills.
- Excellent writing, research, and editing skills.
- Ability to organize, prioritize, monitor, and execute competing assignments, and control deadlines.
- Ability to communicate information and ideas in writing so others will understand.
- Ability to listen to and understand information and ideas presented through spoken words and sentences.

ANNUAL SALARY: **Range: \$44,604 – \$72,744 (annual increases first three years)**
Starting \$44,604; Post successful six-month review \$46,776

RESIDENCY REQUIREMENT: Employees must be a resident of the City of Chicago and proof of residency is required at the commencement of employment.

WE VALUE DIVERSITY

The Office of the Inspector General (OIG) is an equal opportunity employer.

OIG is an inclusive organization that hires and develops all its staff of all levels regardless of race, religion, color, ethnicity, national origin, ancestry, marital or parental status, sex, gender expression or identity, sexual orientation, physical or mental ability, age, veteran status, and all other characteristics protected by law.

OIG strives to create the kind of workplace where a socially diverse mix of people can thrive professionally. We pride ourselves in meeting our legal charge to promote economy, effectiveness, efficiency, and integrity in government. Through the hard work of our passionate and innovative team, OIG aims to serve every community with equity, respect, and dignity.

THE CITY OF CHICAGO IS AN EQUAL OPPORTUNITY AND MILITARY FRIENDLY EMPLOYER

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire. The City of Chicago does not participate in E-Verify (Employment Eligibility Verification System). In addition, employment at the Office of Inspector General is contingent upon a satisfactory criminal background check.