



## **CHIEF INTAKE SPECIALIST (CHIEF INVESTIGATOR) (Office of Inspector General)**

Visit [www.igchicago.org](http://www.igchicago.org) to apply

Under direction of the General Counsel, the Chief Intake Specialist supervises and directs the work of Intake Specialists in the City's Office of Inspector General (OIG), and performs related duties as required.

### **DUTIES:**

- Directs and manages staff engaged in the intake of information and complaints from members of the public, City employees and officials, etc., regarding allegations of misconduct and concerns regarding inefficiency, waste, and ineffectiveness
- Oversees the workup and processing of intakes for direction to and handling by OIG's Investigations, Public Safety, and Audit & Program Review sections, working closely with supervisors in each of OIG's sections
- Assesses and addresses intakes requiring immediate or emergency action, including law enforcement notification
- Determines work priorities for the intake process and prepares work schedules and staff assignments
- Monitors workloads to ensure that intakes are processed in a timely manner and in compliance with legal obligations including confidentiality and established quality control standards
- Develops and implements work guidelines, policies, and procedures for processing intakes, interviewing individuals providing information, and conducting background workup
- Coordinates and conducts staff training on intake practices and procedures, including the use of OIG's case management system
- Advises intake staff on interviewing and interacting with individuals providing information, including the use of trauma-informed interview methods
- Facilitates a weekly meeting with OIG senior management and others; summarizes and presents information on intakes
- Prepares comprehensive management reports on the status of intakes and unit activities
- Reviews and approves reports created by Intake Specialists

**NOTE:** The list of essential duties is not intended to be inclusive; there may be other duties that are essential to positions within the class.

**MINIMUM QUALIFICATIONS:** Graduation from an accredited college or university with a Bachelor's degree in a field directly related to the responsibilities of the position, plus five years of work experience in the performance of fact finding analysis, investigative research or reporting work, or an equivalent combination of education, training and experience provided that the minimum degree requirement is met.

### **DESIRED EXPERIENCE, SKILLS AND ABILITIES:**

*Moderate knowledge of:*

- Applicable City policies, procedures, rules, regulations, and ordinances
- Federal and state laws, regulations, and guidelines regarding admissible evidence
- Investigation methods, techniques, practices, and procedures, particularly with respect to interviewing and trauma-informed methods
- Evidence collection and analysis equipment, methods, practices, and procedures
- Report preparation methods, practices, and procedures, including editing and review

## **ANNUAL SALARY: Commensurate with Experience up to \$113,280**

**Employee Vaccination Requirement:** City of Chicago employees must, as a condition of employment, be fully vaccinated against COVID-19 effective October 15, 2021. This Policy applies to all City employees. If you are not able to receive the vaccine for medical or religious reasons, you may seek approval for an exemption in accordance with applicable City processes. For more information on the vaccine policy please visit: [https://www.chicago.gov/city/en/depts/dhr/supp\\_info/city-of-chicago-employee-vaccination-policy.html](https://www.chicago.gov/city/en/depts/dhr/supp_info/city-of-chicago-employee-vaccination-policy.html)

**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.

If you would like to request a reasonable accommodation due to disability or pregnancy to participate in the application process, please contact the OIG's Supervisor of Personnel Administration Keyla Vazquez at [kvazquez@igchicago.org](mailto:kvazquez@igchicago.org). Please be prepared to provide information in support of your reasonable accommodation request.

## **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.