



Code: 1217

Family: Legal and Regulatory

Service: Administrative Service

Group: Statistical, Technical and Analytical

Series: Examining and Licensing

CLASS TITLE: PARKING INVESTIGATOR

CHARACTERISTICS OF THE CLASS

Under supervision, investigate complaints and allegations of official misconduct by Parking Enforcement Aides, Booters and other City employees in the Department of Revenue; perform surveillance work to ensure the safety of Parking Enforcement Aides issuing tickets for parking violations and Booters placing and removing immobilization boots on eligible vehicles, and performs related duties as required

ESSENTIAL DUTIES

- Interview complainants, witnesses and employees to gather facts and investigate alleged official misconduct and violations of personnel or work rules by Parking Enforcement Aides, Booters and other departmental employees
- Investigate incidents involving assaults or other criminal acts against department employees while in the performance of their duties in the field, contacting and interacting with Police to ensure proper police reports are filed
- Conducts surveillance work and monitors work in the field to observe acts of misconduct or criminal activities by Parking Enforcement Aides, Booters and other departmental employees
- Prepares detailed reports of investigations conducted including findings and makes disciplinary recommendations as needed
- Accompanies staff involved in incidents or accidents to medical facilities; transports and accompanies employees required to submit to drug/alcohol testing to appropriate facilities
- Reviews video tapes taken from vans used in Boot operations and from surveillance cameras to assess incidents resulting in damage to city vehicles and equipment, and injuries to staff
- Maintains records and electronic files documenting activities for reporting and recordkeeping purposes
- Testifies in court, arbitrations, or before Personnel Board hearings on investigations conducted and findings
- Uses photographic and video equipment in the conduct of field surveillance work
- Coordinates work efforts relating to covert investigations or surveillance activities with the Inspector General's Office

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

- An Associate's degree or the equivalent from an accredited college or university in Criminal Justice or Law Enforcement OR two years of work experience in the performance of fact finding analysis and investigative research and reporting work OR two years or work experience in the conduct of investigations of alleged criminal or fraudulent activity

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required

WORKING CONDITIONS

- General office environment
- Outdoor work environment in the field

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., Lap top computer, computer terminals, hand-held computer, scanner)
- cellular telephone phone and two-way radio
- Photographic and video equipment

PHYSICAL REQUIREMENTS

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- geographical locations in the City
- investigation and inspection methods, techniques, practices, and procedures
- record keeping and report preparation practices, and procedures
- courtroom procedures and legal terminology
- interviewing techniques

Some knowledge of:

- City parking and revenue ordinances
- permit and licensing programs

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

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
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions

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

Other Work Requirements

- PERSISTENCE – Persist in the face of obstacles on the job
- INITIATIVE - Demonstrate willingness to take on job challenges
- 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

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.

City of Chicago
Department of Human Resources

September, 2011