



CLASS TITLE: ASSOCIATE DISABILITY OFFICER

CHARACTERISTICS OF THE CLASS

Under direct supervision, assists with the administration of the City's Reasonable Accommodation Program; and performs related duties as required

ESSENTIAL DUTIES

- Manages and maintains a caseload of accommodation requests by prioritizing and responding to requests and inquiries
- Reviews and evaluates requests for disability accommodation and pregnancy-related accommodation in accordance with City policy and applicable laws and ordinances. Consults with employees, applicants, medical professionals, and various City personnel to determine the validity of requests.
- Evaluates documentation submitted in connection with accommodation requests to ensure that it is clear and provides support for requested accommodation
- Facilitates an interactive process between requesting employees and departments, discusses operational considerations with departments, and suggests potential accommodation options for consideration
- Conducts preliminary cost-benefit analyses to determine whether and what accommodations should be provided and makes recommendations for final approval by the Disability Officer
- Maintains sensitive information, including medical records, with appropriate levels of confidentiality and security
- Researches and recommends purchase of appropriate equipment and/or furniture needed for reasonable accommodations
- Stays abreast of emerging and changing laws and regulations that may impact the provision of reasonable accommodations
- Assists with creation of disability-related training content
- May conduct site visits to City facilities and worksites

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 Human Resources Management, Organizational Development or a directly related field, plus one (1) year of work experience in equal employment opportunity (EEO) or employee relations that includes handling disability-related investigations or processes, or an equivalent combination of education, training, and experience provided that the minimum degree requirement is met
- OR
- Graduation from an American Bar Association (ABA) accredited law school, plus one (1) year of professional work experience in employment relations

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine)
- Computers and peripheral equipment (e.g., personal computer)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Moderate knowledge of:

- *applicable federal, state, local laws, statutes, regulations, and guidelines
- *program management, administration, and implementation
- *applicable writing techniques
- *research and investigative methods, practices, and procedures
- *human resource administration principles, policies, practices, and techniques

Some knowledge of:

- *applicable computer software packages and applications
- *record keeping and report preparation methods, practices, and procedures

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

Skills

- *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
- *ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making
- *CRITICAL THINKING – Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COORDINATING WITH OTHERS – Adjust actions in relation to others' actions
- *JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions and choose the most appropriate one
- *NEGOTIATION – Bring others together and try to reconcile differences
- *PERSUASION – Persuade others to change their minds or behavior

Abilities

- COMPREHEND ORAL INFORMATION – Listen to and understand information and ideas presented through spoken words and sentences
- COMPREHEND WRITTEN INFORMATION – Read and understand information and ideas presented through spoken words and sentences
- SPEAK – Communicate information and ideas in speaking so others will understand
- 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
- RECOGNIZE PROBLEMS – Tell when something is wrong or is likely to go wrong
- REACH CONCLUSIONS – Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)
- MAKE SENSE OF INFORMATION – Quickly make sense of, combine, and organize information into meaningful patterns

Other Work Requirements

- 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
- ADAPTABILITY/FLEXIBILITY – Be open to change (positive or negative) and to considerable variety in the workplace
- ANALYTICAL WRITING – Analyze information and use 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
May, 2023