



**Code: 1356**

Family: Human Resources

Service: Administrative

Group: Statistical, Technical and Analytical

Series: Personnel

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## **CLASS TITLE: RECRUITMENT MANAGER**

### **CHARACTERISTICS OF THE CLASS**

Under direction, the class is allocated to the Department of Human Resources (DHR) responsible for overseeing recruitment activities and onboarding functions across City departments and managing staff engaged in facilitating the hiring process, and performs related duties as required

### **ESSENTIAL DUTIES**

- Oversees staff engaged in coordinating the recruitment and onboarding of position vacancies in accordance with city employment plans, hiring criteria, and budgetary approvals
- Assists in the development and implementation of the Citywide talent management strategy
- Partners with department managers to understand and effectively integrate the city's talent management strategy particularly as it relates to current and future recruitment needs and ensure alignment with the strategic goals and objectives of the department's operations
- Manages staff, approves time off requests, evaluates performance, and administers appropriate disciplinary actions
- Assesses training needs of staff, identifies professional development opportunities, and recommends training programs and services as appropriate
- Confers with hiring managers in operating departments concerning the establishment of hiring priorities and identifies areas for improvement
- Provides support and guidance to staff and management when complex, specialized, and sensitive questions and issues arise
- Troubleshoots staffing and recruitment problems for resolution and tracks staff work assignments
- Maintains compliance with federal, state, and local employment laws and regulations, reviews policies and practices to maintain compliance and recommends best practices
- Manages the execution of sourcing strategies for hard-to-fill positions
- Prepares and directs the preparation of various staffing reports, recruitment analytics and trends for management use
- Responds to Department of Law requests and Union grievances
- Maintains knowledge of trends, regulatory changes, and new technologies in talent management and employment law
- Responds to a variety of human resource and employment related inquiries from city departments, department liaisons, and the public
- Participates in special hiring and recruitment projects
- Plans and attends job fairs and special events to promote City of Chicago opportunities
- Assists hiring departments with HR staffing requirements in regards to Federal and State Employment Law requirements, Equal Employment Opportunity Commission (EEOC), and Municipal hiring regulations
- Oversees division inventory and supplies

- Posts jobs, sources qualified candidates and bidders and prepares referrals utilizing the City's Recruitment Management System, as required

**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 plus six years of recruiting experience or an equivalent combination of education, training and experience provided the minimum degree requirement is met

Note: Two years staff management is preferred

### Licensure, Certification, or Other Qualifications

- None

## WORKING CONDITIONS

- General office environment

## EQUIPMENT

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

## PHYSICAL REQUIREMENTS

- No specific requirements

## KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

### Knowledge

Comprehensive knowledge of:

- \*applicable recruitment and sourcing techniques
- \*applicable human resource policies, procedures, rules and regulations
- \*applicant tracking system
- \*writing techniques
- \*research techniques and procedures

Moderate knowledge of:

- \*employment laws and acts
- training practices and procedures
- supervisory methods, practices, and procedures
- applicable federal (e.g., EEOC, FLSA, ADA) and state laws, regulations, and guidelines
- City's collective bargaining agreements

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

Other knowledge as required for successful performance in the Recruiter class

**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
  - \*MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
  - \*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
  - \*JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
  - \*INTERPERSONAL SKILLS – Build internal and external work relationships
  - \*INSTRUCTING - Teach others how to do something
  - NEGOTIATION - Bring others together and trying to reconcile differences
- Other skills as required for successful performance in the Recruiter class

**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
  - REACH CONCLUSIONS – Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)
- Other abilities as required for successful performance in the Recruiter class

**Other Work Requirements**

- 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

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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.

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City of Chicago  
Department of Human Resources  
October, 2022