

BID/JOB ANNOUNCEMENT

Civilian Office of Police Accountability

These positions are open to the general public and to all current City employees covered under the terms of the City's collective bargaining agreement with the AMERICAN FEDERATION OF STATE, COUNTY AND MUNICIPAL EMPLOYEES (AFSCME) – (BARGAINING UNIT #01, 03, 04, and 05)

IF YOU ARE A CURRENT CITY EMPLOYEE AND WANT TO EXERCISE YOUR CONTRACTUAL RIGHTS TO BID, YOU MUST APPLY ON THE BID ONLY SITE AT:

www.cityofchicago.org/CAREERS

(Once the website opens, scroll down and click on the button titled “Bid Opportunities.”)

IN ADDITION, YOU MUST CHECK THE BOX ON THE CAREERS APPLICATION TITLED "ALREADY EMPLOYED BY THIS COMPANY", CORRECTLY ENTER YOUR EMPLOYEE ID, AND SELECT THE CORRECT BARGAINING UNIT.

YOU MUST USE THE EMPLOYEE NUMBER FOUND ON THE UPPER LEFT-HAND CORNER OF YOUR PAY CHECK STUB LABELED “PAYEE/EMPLOYEE NUMBER.” (NO OTHER FORMAT OR SYSTEM CAN BE USED TO OBTAIN YOUR EMPLOYEE NUMBER).

FAILURE TO CHECK THE “ALREADY EMPLOYED BY THIS COMPANY” BOX; ENTER YOUR EMPLOYEE ID, AND SELECT THE CORRECT BARGAINING UNIT WILL RESULT IN A REJECTED BID APPLICATION.

Intake Aide

Number of Positions: 3

Under general supervision this position with the Civilian Office of Police Accountability, interviews complainants in person or on the telephone to ascertain and record detailed information relative to complaints; and performs related duties as required

Essential Duties:

- Obtains information from complainants regarding the nature of the complaints and related information such as persons involved, locations, times and dates
- Records information pertaining to complaints using a personal computer and maintains records detailing their disposition
- Prepares descriptive narratives explaining the events and actions taken by individuals involved in the complaints
- Completes departmental forms and other related documentation required for the processing of complaints
- Retrieves and forwards complaint information to the appropriate staff for investigation and resolution

- Researches information and compiles reports on complaints and their status
- Responds to inquiries from the public regarding the status of complaints
- Maintains and retrieves complaint documents from paper files as part of investigation efforts
- Performs clerical office support functions such as answering the telephone, faxing, scanning, photocopying and filing, 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.

Department: Civilian Office of Police Accountability (COPA)

Address: 1615 W. Chicago Ave, 4th Floor, Chicago, IL 60622

Days Off: Saturday & Sunday

Hours: 9am – 5pm

THIS POSITION IS IN THE CAREER SERVICE

Minimum Qualifications:

Two years of public service, customer service experience or clerical experience; or an equivalent combination of education, training, and experience.

Disclaimer - "Accredited" means any nationally or regionally accredited college, university, or law school where the applicant is enrolled in or has completed an Associates, Bachelors, Masters, or Juris Doctorate degree program.

Education & Employment Verification: Please be advised that if you are selected to be hired you must provide, upon request, adequate information regarding your educational and employment history as it relates to the qualifications of the position for which you are applying. If you received your degree internationally, all international transcripts/diploma must be accompanied by a Foreign Credential Evaluation. If the City of Chicago cannot verify this information, any offer extended to you will be withdrawn and you will not be hired.

NOTE: You must provide your transcripts or diploma, professional license, or training certificates at time of processing, if applicable.

NOTE: You must also provide your valid U.S. driver's license at time of processing.

NOTE: To be considered for this position you must provide information about your educational background and your work experience. **You must include job titles, dates of employment, and specific job duties.** (If you are a current City employee, Acting Up cannot be considered.) If you fail to provide this information at the time you submit your application, it will be incomplete and you will not be considered for this position. There are three ways to provide the information: 1) you may attach a resume; 2) you may paste a resume; or 3) you can complete the online resume fields.

SELECTION REQUIREMENTS

This position requires applicants to successfully pass a skills assessment test and complete an interview, which will include a written exercise. Test results will be sent out by the Department of Human Resources after test results have been compiled and analyzed. Applicants who receive a passing score on the test will be selected to interview. The interviewed candidate(s) receiving a passing score on the test and possessing the qualifications best suited to fulfill the responsibilities of the position, based on the oral interview and written exercise, will be selected for hire.

Preference will be given to candidates possessing the following:

- Bachelor's degree or higher
- Previous customer service experience
- Previous work experience in the fields of social services, social work, criminal justice or a related field
- Previous work experience using case management software
- Ability to speak any language other than English

Application Instructions: Interested applicants should apply at the City of Chicago's application website: www.cityofchicago.org/CAREERS

VETERANS PREFERENCE NOTE: The City of Chicago offers Veterans Preference to both current, active military personnel **AND** military personnel who have served in the Armed Forces of the United States and have received an honorable or general discharge. Eligible candidates must have at least six months of active duty documented. In order to receive the veterans preference, candidates need to indicate whether or not they are a veteran by answering "yes" or "no" to the question on the online application that asks, "Are you currently serving on active duty for at least six months in the Armed Forces of the United States **OR** have you served in the Armed Forces of the United States on active duty for at least six months and received an honorable or general discharge?" In addition, you must attach documentation to verify your military service. For veterans, you must attach a copy of your DD214 (Member Copy-4) to your online application which includes character of service status **OR** a letter from the United States Veterans Administration on official stationery stating dates of service and character of service. For active military personnel, you must attach a letter from your Commanding Officer on official stationery verifying your active duty, length of service, and character of service in the Armed Forces of the United States **AND** a copy of your military ID to your online application. **Failure to answer the question and attach the required documentation will result in you not being considered for the Veterans Preference.**

Evaluation: Your initial evaluation will be based on information provided on the application form and documents submitted with the application. Applications must be submitted by the individual applicant. No second party applicants will be accepted.

Residency Requirement: All employees of the City of Chicago must be actual residents of the City as outlined in 2-152-050 of the City Chicago Municipal Code. Proof of residency will be required.

If you would like to request a reasonable accommodation due to disability or pregnancy in order to participate in the application process, please contact the City of Chicago, Department of Human Resources, at 312-744-4976 (voice) or 312-744-5035 (TTY). Please be prepared to provide information in support of your reasonable accommodation.

ALL REFERENCES TO POLITICAL SPONSORSHIP OR RECOMMENDATION MUST BE OMITTED FROM ANY AND ALL APPLICATION MATERIALS SUBMITTED FOR CITY EMPLOYMENT.

The City of Chicago is an Equal Employment Opportunity and Military Friendly Employer

Please note, all positions with the City of Chicago close promptly at 11:59 pm C.S.T. Applications for this position will be accepted until 11:59 pm CST on April 24, 2019. No exceptions will be made.

City of Chicago
Rahm Emanuel, Mayor

Department of Human Resources
Soo Choi, Commissioner