Intake Aide

ROLE SUMMARY

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

Location: 1615 W. Chicago Ave, 4th floor, Chicago, IL 60622

Days: Monday - Friday

Hours: 9:00am to 5:00pm

Salary: Starting at $44,808

This position is covered by the collective bargaining agreement between the City of Chicago and the American Federation of State, County and Municipal Employees (AFSCME) and is in the career service.

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.
- Research 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 as part of investigation efforts.
- Performs clerical office support functions such as answering the telephone, faxing, scanning, photocopying, and filing, as required.

The list of essential duties is not intended to be exhaustive; there may be other duties that are essential.

MINIMUM QUALIFICATIONS

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