



CIVILIAN OFFICE OF POLICE ACCOUNTABILITY
INTEGRITY • TRANSPARENCY • INDEPENDENCE • TIMELINESS

Intake Aide

Bid/Job Announcement

Number of Positions: 2

This position is open to current BIDDERS from AMERICAN FEDERATION OF STATE, COUNTY AND MUNICIPAL EMPLOYEES (AFSCME) and the PUBLIC including current City of Chicago employees in other unions or non-union positions. Only current City employees covered under the City's collective bargaining agreement with AFSCME are considered BIDDERS and are eligible to bid. Qualified BIDDERS who properly submit a bid will receive preference over any non-bidders.

BID INSTRUCTIONS:

1. Apply on the bid site: www.cityofchicago.org/careers;
2. Check the box on your profile titled "Currently employed by the City of Chicago".
3. Enter your employee ID (located on your pay stub labeled 'payee/employee number'); and
4. Select your correct bargaining unit.

Failure to follow these instructions will result in a rejected bid application.

WORKING WITH THE CIVILIAN OFFICE OF POLICE ACCOUNTABILITY (COPA)

The mission of COPA is to:

- provide a just and efficient means to fairly and timely conduct investigations within our jurisdiction;
- determine whether allegations of police misconduct are well-founded;
- identify and address patterns of police misconduct; and
- make policy recommendations to improve the Chicago Police Department, thereby reducing incidents of police misconduct.

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 \$48,960.00

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.

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 read, write and speak any language other than English.

ABOUT YOU

COPA is seeking candidates with a strong focus on the following values:

- *Integrity*: Maintaining a commitment to honesty, personal responsibility, excellence, and utmost professionalism in the work performed by COPA and in all internal and external interactions. This includes a commitment to identifying and dismantling discriminatory systems and culture within COPA, the Chicago Police Department, and the community.
- *Transparency*: Promoting the sharing of information about the work of COPA internally and externally in a manner not in conflict with City and COPA policy, such that the public trust in the mission of COPA is established and maintained. This includes a commitment to cultivating a respectful work environment and team building to ensure effective communication that furthers common goals.
- *Independence*: Conducting the business of COPA in a manner that is objective and free from political or other outside influences, such that the public trust in the mission and work of COPA is established and maintained. This includes a commitment to informed decision making and continual efforts to improve processes and systems to further the mission of COPA.
- *Timeliness*: Conducting the business of COPA in a manner that promotes timely and fair resolution to all matters.

SELECTION REQUIREMENTS

This position requires applicants to complete an interview, which will include a written exercise. The interviewed candidate(s) 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.

All references to political sponsorship or recommendations must be omitted from all application materials submitted for City employment.

The City is an Equal Employment Opportunity and Military Friendly Employer.

All employees of the City 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.

All positions with the City of Chicago close promptly at 11:59 pm CDT. Applications for this position will be accepted from March 6, 2024, until 11:59 pm CDT on March 21, 2024. No exceptions will be made.