



CHIEF INVESTIGATOR

Department: Legal
Grade: 22

Job Code: 6239
Shakman Status: Non-Exempt
FLSA Status: Exempt

Job Summary

Reporting directly to the Director of Exemption Investigations, the Chief Investigator is responsible for supervising the Investigators in the Exemptions Investigation Division. The Chief Investigator's duties include direct oversight of the Investigators' work performance, assignment of work, ensuring proper workflow, addressing and resolving Investigators' concerns and questions, issuing performance evaluations and initiating disciplinary action, and ensuring the Investigators provide good customer service. Additional duties include performing investigations regarding fraudulently claimed exemptions, as set forth in the Erroneous Homestead Exemption Act, 35 ILCS 200/9-275. The Chief Investigator prepares documents memorializing the results of the investigations in support of the recovery of improperly claimed exemptions. The Chief Investigator may perform field investigations and inspections, and may testify at administrative hearings as required. In addition to the duties assigned to Investigators, the Chief Investigator serves as a resource to other Investigators regarding workflow, complex issues that may arise in an investigation, and as a mentor to less experienced Investigators.

Essential Job Duties

- Serves as a resource for Investigators charged with determining the validity of various exemptions claimed by property owners, and documenting improperly claimed exemptions by creating investigation reports.
- Identifies the type of exemptions claimed by property owners and how long the exemptions have been claimed.
- Supervises Investigators' use of data supplied by vendors and available from other databases to determine and verify if a property owner has improperly claimed exemptions.
- Compiles, maintains and tracks statistics regarding the division's docket, including ongoing and completed investigations, investigations resulting in PIN numbers that are billed, and investigations resulting in hearings.
- May visit subject properties to determine the identities of the current occupants, if any, establish how long the current residents have occupied the property, and determine if the property is rented or owner-occupied.

- Supervises and serves as a resource to Investigators regarding strategies for conducting investigations for complex properties. Assigns and manages complex investigations and reviews investigations completed by the Investigators.
- May interview other people who may have knowledge of a property's occupants (including neighbors, doormen or association manager) to determine if a property is a rental unit or owner-occupied.
- Compiles findings and evidence into reports for subject properties, reviewing evidence to ensure there is support for conclusions regarding dates and factors used to determine the residency of taxpayers.
- Testifies at hearings regarding the results of investigations, if a hearing is requested by a property owner.
- Supervises and directs the employees within the Exemptions Investigations Division.
- Conducts performance evaluations of subordinate Exemptions Investigations Division employees.
- Ensures Investigators' productivity and professional development, promotes good morale, and establishes performance measures of reporting staff.
- Assists in effectively communicating job responsibilities to staff and provides instruction and training relative to staff job duties and assignments.
- Helps to administer office policies and procedures and provides instruction to staff regarding office policies and procedures.

The duties listed are not set forth for purposes of limiting the assignment of work. They are not to be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.

Minimum Qualifications

- High school diploma or GED Certificate.
- Five (5) years of full-time work experience conducting and documenting investigations in a county, local, state or federal governmental setting.
- One (1) year of full-time work experience managing or supervising employees.
- Valid IL driver's license, reliable transportation and proof of automobile insurance.

OR

- Bachelor's Degree from an accredited college or university.
- Three (3) years of full-time work experience conducting and documenting investigations in a county, local, state or federal governmental setting.
- One (1) year of full-time work experience managing or supervising employees.
- Valid IL driver's license, reliable transportation and proof of automobile insurance..

Preferred Qualification

- Two (2) years of full-time work experience managing or supervising employees.

Knowledge, Skills, and Abilities

- Knowledge of field investigation techniques, policies and procedures, including but not limited to techniques for determining residency, or the ability to quickly attain this knowledge.
- Ability to effectively interview and obtain information during field investigations and inspections utilizing verbal and written skills.
- Skill in interacting with others to investigate, gather and review sensitive or confidential materials and information.
- Ability to analyze, prepare and present investigation findings or conclusions in a concise, logical manner.
- Ability to work flexible hours.
- Ability to meet Office and departmental deadlines, production goals and effectively utilize time with limited oversight.
- Ability to converse knowledgeably and communicate effectively orally and in writing and address complex issues.
- Ability to work with others; excellent interpersonal skills in dealing with the public, co-workers and staff.
- Ability to interact with the general public and taxpayers, providing guidance and information regarding the Erroneous Homestead Exemptions Act and investigations relating to erroneously claimed exemptions.
- Strong analytical skills and demonstrated ability to perform complex analysis.
- Must be computer literate, with skill and efficiency in entering and retrieving data and in generating and modifying accurate investigation reports and explaining results of investigations to others.
- Ability to lead and cooperate on specific projects related to the functions of the department.
- Knowledge of the Assessor's Office procedures, policies, practices and guidelines or the ability to gain such knowledge.
- Knowledge of and ability to consistently interpret and apply CCAO policies.
- Knowledge of CCAO procedures related to CCAO operations, functions, activities and the property tax system or the ability to gain such knowledge.
- Working knowledge of CCAO Employment Plan, Employee Handbook, and any applicable collective bargaining agreement(s).

Physical Requirements

- This position requires travel to work assignments for which the employee must provide his or her own adequate means of transportation.
- Visual acuity to review and edit written communications for long periods of time.
- Walking between to conduct investigations and surveillance of properties.
- Repetitive use of hands to handle and/or operate standard office equipment.
- Regular use of a telephone to communicate.
- Lift and carry up to thirty (30) pounds.

COOK COUNTY ASSESSOR'S OFFICE IS AN EQUAL OPPORTUNITY EMPLOYER

Last modified: May 24, 2019