

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

LICENSING INVESTIGATIONS SUPERVISOR

POSITION CODE: 23577

Effective: 2-1-15

DISTINGUISHING FEATURES OF WORK:

Under administrative direction, develops, implements and administers a statewide agency program engaged in the enforcement of professional licensure and oversight acts and the rules and regulations derived to administer these acts which include the following professions:

- Detective and design professions (including security and building professions)
- Medical, dental, and allied health services professions
- Cemetery operation, funeral direction, and embalming professions
- Other professions which are determined by statute or administrative resolution to require licensure and oversight.

Serves as a working supervisor and directs the activities of professionals investigating cases of known, alleged or suspected incidents of fraud or abuse in a prescribed area of responsibility; develops, implements and analyzes program goals, policies and procedures and participates in budget development; in accordance with the operational needs of the program and the agency, conducts investigations and reviews determined to be of advanced complexity or a sensitive nature; documents investigative activities by entering data on a personal computer or laptop computer; reviews program files and staff reports and determines appropriate course of action; provides technical assistance, recommendations, research and reports to next level of management; acts as liaison for agency with other law enforcement entities, professional societies and regulatory groups providing advice and answering inquiries; testifies at administrative and court proceedings; travels as necessary to participate in meetings and committees and accomplish the goals of the agency.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Develops, implements, and administers the policies and procedures of a designated segment of a statewide program for the enforcement of various professions licensing and oversight acts; reviews and analyzes proposed and existing policies for legal issues, structural clarity and administrative feasibility; advises and directs agency staff in the investigations undertaken to enforce the acts within the designated area of responsibility; develops program goals and interprets policies, goals and objectives to staff. The acts include but are not limited to the Medical Practice Act and other health related professions licensing acts, Collection Agency, Private Detective, Private Alarm, and Private Security Act, Public Accounting Act, Roofing Industry Act, design professions (architect, land surveyor, structural engineer, professional engineer) licensing acts, and cemetery operation, funeral director and embalmer licensing acts.

LICENSING INVESTIGATIONS SUPERVISOR (Continued)

2. Serves as working supervisor; assigns and reviews staff work; approves time off; provides guidance and training to assigned staff; gives oral reprimands; effectively recommends grievance resolutions; completes and signs performance evaluations; establishes annual goals and objectives, counsels staff on problems with productivity, quality of work and conduct; determines staffing needs to achieve program objectives.
3. Organizes, plans, and controls the activities involved in the implementation of overt and covert investigations of practitioners under the aforementioned acts; organizes, plans and controls the interrogation and interview process of respondents, violators and witnesses; organizes, plans and controls the collection, organization and preservation of evidentiary materials; organizes, plans and controls the maintenance of investigation files and the logging of all investigative cases in the unit; conducts investigations and reviews of a highly complex or sensitive nature as operational needs dictate.
4. Serves as liaison between the agency and various other state, federal and local agencies, i.e., other law enforcement entities, professional societies or regulatory groups regarding cases as determined by the nature of the case; provides advice to superiors and participates in the maintenance of inter-state, federal, state, and local communication and information channels and maintains rapport with contacts.
5. Reviews investigation files and reports; determines and recommends appropriate action to be taken and reports status of investigations to superiors; verifies the appropriate follow-up leading to possible restricted or terminated practice; compiles data and documentation of projected requirements on investigation activities; enters data on personal computer or laptop computer concerning investigative activities; participates in the development of the program's budget; provides specific budget data for area of responsibility..
6. Represents the agency by attending and participating in committee and board meetings to report on investigative matters; researches and directs management studies in area of expertise; prepares background materials and provides technical assistance to superiors; responds to special correspondence and inquiries; testifies in court actions and hearings; determines the degree of sensitivity of an investigation and proceeds accordingly; travels as necessary to meet the operational needs of the agency.
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

LICENSING INVESTIGATIONS SUPERVISOR (Continued)

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of college, with coursework concentration in law enforcement.

Requires prior experience equivalent to three years of progressively responsible administrative experience in the area of law enforcement investigations.

Knowledges, Skills and Abilities

Requires thorough knowledge of law enforcement investigative concepts and techniques.

Requires thorough knowledge of the law enforcement provisions of all laws administered by the Department.

Requires thorough knowledge of the judiciary rules of evidence to collect legally admissible evidence.

Requires extensive knowledge of the functions and interrelationships of local, federal, and state agencies.

Requires extensive knowledge of public and business administration, principles and practices.

Requires extensive knowledge of agency programs and service objectives, activities and operational systems.

Requires extensive knowledge of staff utilization and employee motivation.

Requires extensive knowledge of labor and employment development.

Requires extensive knowledge of agency policies and procedures.

Requires working knowledge of the principles of governmental accounting and program budgeting.

Requires ability to develop and manage a supportive agency program.

Requires ability to analyze administrative problems and adopt an effective course of action.

Requires ability to develop, install and evaluate new and revised methods, procedures and performance standards.

Requires ability to exercise judgment and discretion in developing, implementing and interpreting departmental policies and procedures.

Requires ability to estimate and budget for future needs and cost of personnel, space, equipment, supplies and services.

Requires ability to develop and maintain cooperative working relationships.

Requires a valid appropriate driver's license

Requires the ability to travel.

In addition to English verbal and written skills, candidates may be required to translate, speak and write a foreign language at a colloquial skill level. Some positions may require manual communication skills.