



**Code: 8535**  
Family: Health and Human Services  
Service: Public Safety  
Group: Fire Service  
Series: Fire Administration and Instruction

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## **CLASS TITLE: COORDINATOR OF HUMAN RELATIONS**

### **CHARACTERISTICS OF THE CLASS**

Under direction, develops and implements various programs to increase management capabilities in resolving organizational problems and managing human relations issues within the Fire Department, and performs related duties as required.

### **ESSENTIAL DUTIES**

- Coordinates programs (e.g., Peer Mediation, Peer Support, Mentor's program) designed to enhance staff's management skills and develop and maintain an effective and cohesive workforce
- Trains managers to identify and assess human relations problems among employees and develop solutions to address them
- Develops training programs in areas such as team building, conflict resolution, leadership, and diversity to address human relations concerns
- Implements programs to address complex human relations issues and improve communications between uniformed fire personnel and provides supervision and consultation to managers and chiefs on ways to improve relations on the job
- Monitors the results of human relations programs and makes changes necessary to ensure the success of program initiatives
- Meets with departmental staff to discuss and address issues of discrimination and racial tensions affecting the work environment
- Works with employees to mediate and resolve conflicts
- Develops and maintains the unit's operating budget and oversees administrative functions
- Coordinates work efforts with other City departments and outside agencies to address issues of diversity
- Prepares management reports on program accomplishments and other reports as required
- Dispatches Employee Assistance Personnel and Peer Support volunteers to assist with critical events
- Provides Critical Incident Management debriefing and defusing for critical events (e.g., line of duty death, events with multiple fatalities, significant losses, suicides)
- Plans and coordinates events that provide services and information (e.g., disaster planning, financial and educational programs, communication during military deployment) to improve the quality of life for employees and their families
- Prepares articles containing information and resources in human relations for the department newsletter

**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.*

**MINIMUM QUALIFICATIONS****Education, Training, and Experience**

- Graduation from an accredited college or university with a Master's degree in Psychology, Social Work, or a directly related field, plus five years of work experience in the development and implementation of programs addressing conflict resolution, human relations, or employee mentoring, of which two years are in a supervisory role related to the responsibilities of the position

**Licensure, Certification, or Other Qualifications**

- A valid State of Illinois driver's license is required
- Must have the permanent use of an automobile that is properly insured, including a clause specifically insuring the City of Chicago from accident liability

**WORKING CONDITIONS**

- General office environment

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator, etc.)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, modems, etc.)
- Two-way radio

**PHYSICAL REQUIREMENTS**

- No specific requirements

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Considerable knowledge of:

- \*principles of human behavior and socialization
- \*training methods, practices, and procedures
- \*mediation and conflict resolution methods, practices, and procedures
- \*management and supervisory methods, practices, and procedures
- \*particular needs, issues, and concerns of specific communities or groups (e.g., racial, ethnic, religious)

Some knowledge of:

- \*applicable federal, state, local laws, statutes, regulations, and guidelines
- \*applicable computer software packages and applications
- contract administration and budget preparation and management methods and procedures
- \*public administration principles, practices, and procedures
- \*psychiatric or social work principles, practices, and procedures
- \*investigatory methods, practices, and procedures
- \*promotional and public relations methods, practices, and procedures

- \*record keeping methods, practices, and procedures
- \*specialty program planning, development, coordination, and evaluation

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

### **Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- \*ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*LEARNING STRATEGIES - Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- \*MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- \*COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- \*MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- \*TIME MANAGEMENT - Manage one's own time and the time of others
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- \*INSTRUCTING - Teach others how to do something
- \*NEGOTIATION - Bring others together and trying to reconcile differences
- \*PERSUASION - Persuade others to change their minds or behavior
- \*SERVICE ORIENTATION - Actively look for ways to help people
- \*SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- \*JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- \*SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system

### **Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong

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- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- TIME SHARE - Shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources)
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

**Other Work Requirements**

- PERSISTENCE - Persist in the face of obstacles on the job
- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- SOCIAL ORIENTATION - Prefer to work with others rather than alone and being personally connected with others on the job
- STRESS TOLERANCE - Accept criticism and deal calmly and effectively with high stress situations
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
- INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.