



Quality Management Analyst

ROLE SUMMARY

Under supervision, this position with the Civilian Office of Police Accountability (COPA) performs quality assurance and program auditing functions in support of COPA's investigative operations to ensure the effectiveness and efficiency of the agency's investigative processes and to ensure that the agency meets its investigative mission in a timely manner, 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

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

- Conducts quality control reviews of investigative case files, data, and reports in support of the agency's internal audit program intended to assess the integrity of the complaint intake function, the transition of complaints to investigations, and the quality and timeliness of the investigative processes.
- Accesses case management system to conduct review of agency case files (i.e., video, audio, transcripts, case reports, etc.).
- Reviews agency case files and summary reports to ensure consistent quality and timeliness.
- Tracks and reports on cases as they move through the administrative process.
- Provides administrative support to the quality management supervisor in the onboarding of new investigative staff and implementing ongoing training for all investigative staff.
- Helps to ensure that investigations comply with legal requirements.
- Provides management reports on key investigative performance indicators.

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

MINIMUM QUALIFICATIONS

Graduation from an accredited college or university with a Bachelor's degree plus one year of work experience in program auditing or operations analysis, or an equivalent combination of education, training and experience, provided that the minimum degree requirement is met.

"Accredited" means any nationally or regionally accredited college, university, or law school where the applicant is enrolled in or has completed an Associates, Bachelors, Masters, or Juris Doctorate degree program.