

**POSITION PROFILE**  
**HEARING OFFICER**  
**COOK COUNTY, ILLINOIS GOVERNMENT**



**COOK COUNTY**  
**OFFICES**

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**UNDER THE**  
**PRESIDENT**

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January 2024

## POSITION PROFILE

POSITION: Hearing Officer

DEPARTMENT: Labor Relations

REPORTS TO: Director of Labor Relations

SALARY RANGE: \$93,662 - \$116,643

HOW TO APPLY: Please submit a Resume and Cover letter to [Shakmanexemptapplications@cookcountyil.gov](mailto:Shakmanexemptapplications@cookcountyil.gov)

## OVERVIEW

Under the general supervision of the Deputy Bureau Chief of Human Resources/Director of Labor Relations and the Senior Labor & Employment Legal Counsel, acts as a liaison on behalf of County management in serving as hearing officer or mediator for union grievance hearings, resolution meetings, and other Labor/Management activities. Aids Labor Counsel on matters related to arbitrations and other labor related litigation. Research information from past grievance files, personnel records, salary grades of specific union job classifications and previous union labor agreement information.

Cook County offers great benefits and the chance to participate in a strong tradition of public service. Cook County is home to more than five million residents, roughly 45% of Illinois' population. Cook County Government provides a range of vital services and programs that enhance the quality of life for residents across the region. These services range from health care to urban planning. Cook County is committed to empowering its employees to bring our constituents the best that public service has to offer.

## WHY PURSUE A CAREER WITH COOK COUNTY?

In addition to providing employees with a challenging, rewarding environment for career and personal growth, we are proud to also offer some of the best benefits in the public sphere, including:

- Top Tier Medical Benefits: [Medical Plans](#), [Prescription Drug Benefit](#), [Dental Plans](#), [Vision Plan](#) and [7 Additional voluntary benefit plans](#)
- Flexible Teleworking Options
- Generous, Flexible Paid Time Off (13 paid designated holidays; Minimum of 10 vacation days annually; Up to 4 personal days annually; and Paid sick leave)
- [Pension Plan](#)
- Financial Support Programs and Resources: [Life Insurance](#), [Flexible Spending Accounts](#) – Dependent Day Care, [Commuter Benefits](#), Discounted Parking, PSLF Eligibility, [Deferred Compensation](#) and Education Tuition Stipend
- Health/Wellness Perks: [Flexible Spending Accounts-Health Care](#), [Employee Assistance Program](#) and [My Health Connections wellness program](#).

YOUR  
IDEAS.  
YOUR  
PURPOSE.  
YOUR  
CAREER.  
COOK  
COUNTY.



COOK COUNTY  
OFFICES  
UNDER THE  
PRESIDENT

Chad G.  
Cook County Employee



Please review carefully the [Employee Benefits](#) page. For benefits questions contact Risk Management at 312-603-6385 or email [risk.mgmt@cookcountyil.gov](mailto:risk.mgmt@cookcountyil.gov).

#### SNAPSHOT OF COOK COUNTY:

- Serves 5.28 million residents of Chicago and its inner suburbs.
  - 2nd largest county in America
  - Larger than 27 states
- Cook County employs over 22,000 employees who work in a variety of skilled jobs and trades.
  - Nearly 80% unionized workforce
  - 15 unions were represented.
  - 63 separate collective bargaining agreements
- Highway – Cook County maintains almost 600 miles of roads and highways.
- Land – Cook County assesses the value of more than 1.5 million parcels of taxable land and collects and distributes tax funds as a service for local government taxing bodies.
- Safety – Cook County provides vital services to local government, from conducting elections in suburban areas to offering 911 services in municipalities and municipalities.

#### LOCATION:

Located in the Loop District of downtown Chicago, one of the most formidable business districts in the world, the area has an astounding number of cultural foundations, stunning parks such as Millennium Park and Maggie Daley Park, steps away from the Chicago Riverwalk, award-winning restaurants, and plenty of shopping! In addition, Chicago is serviced by multiple bus and train lines from the suburbs to the city, taxis are plentiful, public parking garages for motorists, and bicycle share rentals and local bike lanes for bicyclists.

#### ROLE SUMMARY

Acts as a liaison on behalf of County management in serving as hearing officer or mediator for union grievance hearings, resolution meetings, and other Labor/Management activities. Aids Labor Counsel on matters related to arbitrations and other labor related litigation. Research information from past grievance files, personnel records, salary grades of specific union job classifications and previous union labor agreement information.

#### KEY RESPONSIBILITIES AND DUTIES:

Acts as the hearing officer in connection with union grievances, schedules grievance hearings, coordinates hearings with necessary parties, interprets collective bargaining agreements and work force policies, and issues decisions.

Acts as a mediator in grievance resolution meetings to resolve third step grievances prior to arbitration, coordinates and conducts labor management meetings, interprets collective bargaining agreements, and makes recommendations for resolution.

Serves as an informational resource for union contract negotiations by conducting research and furnishing reference documents and statistical data to the management negotiating team.

Analyzes trends in labor relations and other work force data to proactively identify work environment concerns, risks and training opportunities, as well as make recommendations for changes to collective bargaining agreements and policies.

Supports supervisors with labor related matters, including interpretation of collective bargaining agreements and policies, and assists with implementation.

Analyzes data concerning discipline and grievances and consults with labor relations management staff to determine management and supervisory training needs regarding labor relations. May prepare statistical reports related to the grievance procedure.

Assists the Senior Labor & Employment Legal Counsel on matters related to arbitrations and other labor related litigation by researching past grievances, collecting documents, or corresponding with potential witnesses.

Performs other duties as assigned.

Maintains and ensures a high degree of confidentiality in all the above matters.

#### KNOWLEDGE, SKILLS, AND ABILITIES:

Skill in interpreting and applying collective bargaining agreement provisions, County Personnel Rules, and departmental rules and policies.

Knowledge of or ability to grasp and utilize County policies, protocols and technical vernacular used throughout each union labor agreement for the County quickly and effectively.

Knowledge of Cook County labor relations functions, principles, techniques, contract terminology, office practices and procedures

Thorough knowledge of business communication principles and techniques, contract terminology, office practices and procedures relative to labor relations.

Skill in resolving labor grievances.

Skill in presiding over third step grievance hearings and issuing well-reasoned decisions on the same. Skill in analyzing text of contractual labor agreements.

Skill in the use of the art of diplomacy and confidentiality with arbitrators, attorneys, County employees, County managerial personnel and union representatives.

Ability to communicate effectively with tact and courtesy, to conduct oneself in a professional manner. Good communication skills: ability to gather information from others and make inquiries; ability to convey information and explain or describe County policy and procedure to others in person or by telephone.

Must possess critical thinking skills including the ability to evaluate and distinguish important facts from large amounts of complex information.

#### MINIMUM QUALIFICATIONS:

Graduation from an accredited college or university with a Juris Doctorate degree, PLUS a minimum of five (5) years of experience in Labor or Industrial Relations.

#### PREFERRED QUALIFICATIONS:

Seven (7) years' experience in Labor or Industrial Relations.

## PHYSICAL REQUIREMENTS:

### **Sedentary Work**

Sedentary Work involves exerting up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects. Sedentary work involves sitting most of the time but may involve walking or standing for brief periods of time.

**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.**

## EMPLOYMENT TERMS

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**POST OFFER TESTING:** This position requires successful completion of post-offer tests, which may include a background check, drug screen and medical examination.

**COVID-19 VACCINATION POLICY:** Pursuant to Executive Order 2021-1 and Cook County's Mandatory COVID-19 Vaccination Policy, the selected candidate will be required to either submit proof of full vaccination or a request for reasonable accommodation prior to the start of employment. Please click the following hyperlinks for the full text of [Executive Order 2021-1](#) and the [Cook County's Mandatory COVID-19 Vaccination Policy](#).

**RESIDENCY REQUIREMENT:** Pursuant to the Shakman Consent Decree, Supplemental Relief Order and the Cook County Personnel Rules, this position is exempt from the County's career service rules, is at-will and political reasons or factors may be considered when taking any employment action. As an employee in a Shakman Exempt Position, if you do not currently live in Cook County, you will have six (6) months from date of hire to establish actual residency within Cook County.