

**Office of Executive Inspector General
Administrative Assistant – Complaints & Compliance
Chicago Division**

Posting Date: September 19, 2025

Posting Close Date: October 3, 2025

**Starting Salary Range: \$4,167 to \$5,417 Monthly
(\$50,004-\$65,004/yr)**

The Office of Executive Inspector General (OEIG) is an independent executive branch State agency which functions to ensure accountability in State government and the four regional transit boards. The OEIG's primary role is to investigate allegations of misconduct and to make reports of its findings to affected public agencies and officials. The OEIG is devoted to the highest standards of quality and professionalism and is committed to safeguarding governmental operations, which directly impacts those we serve.

Come work for the OEIG, an organization that has:

- a mission-driven focus whose work provides significant impact;
- a culture that supports diversity, equity, inclusion, and accessibility;
- a hybrid work schedule; and
- paid time off in the form of personal days, sick time, vacation days, and paid holidays.

Learn more at <https://oeig.illinois.gov/>

POSITION SUMMARY: Under supervision of the Deputy Inspector General of Complaints and Compliance (C&C), serves as Administrative Assistant – C&C. The incumbent is responsible for performing a variety of highly professional, administrative, and confidential duties, including answering the telephone, preparing and sending correspondence, inputting complaints into the case management system, and providing general office assistance such as file and record maintenance. This position involves working with information of an extremely sensitive and confidential nature.

DUTIES & RESPONSIBILITIES:

1. Responsible for answering telephone calls, directing calls to staff, and taking messages or complaints; returning calls or referring callers to appropriate staff and other agencies depending on the nature of call; and independently responding to inquiries about Office of Executive Inspector General (OEIG) programs, operations, and jurisdiction.
2. Assists with the initial complaint review process, ensuring that all complaints received via in-person delivery, hotline, website, fax, referrals, or other means are entered timely in the case management system; accurately documents requisite information associated with the complaints into the case management system and internal routing log. Identifies and forwards or processes complaints that need immediate attention.
3. Develops, edits, proofreads, and distributes form letters and other original correspondence, particularly those related to referring or declining complaints, in a timely manner; redacts or takes other steps necessary to prepare attachments for those letters; preserves these documents and related information in the case management system, electronic files, and/or internal logs.
4. Assists with processing, maintaining, and/or distributing revolving door files, as needed. Ensures that revolving door documentation is saved in the case management system and accurately inputs related information associated with the revolving door files into the system.
5. Provides clerical support and maintains various files, reports, and logs for supervisors, including, for example, operational reports designed to monitor statutory deadlines, staff workloads, and complaint

Reference #26-05: AA C&C

statuses; maintains calendars and coordinates meetings and appointments.

6. Preserves documents received via mail; assists with file maintenance and organization; distributes documentation; and assists with the coordination and tracking of investigative files, as needed.
7. Greets visitors to the office and directs them to appropriate staff offices or meeting locations, as needed.
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

ABILITIES & SKILLS – To be successful in this position, an Administrative Assistant – Complaints and Compliance should have the following:

- ability to complete projects with short deadlines;
- ability to balance multiple concurrent priorities;
- ability to communicate, clearly and concisely, orally and in writing, and the ability to interact with coworkers and representatives of other agencies in a professional manner;
- strong organizational and time management skills;
- high personal ethical standards and the ability to work appropriately with sensitive and confidential materials; and
- familiarity with computers, photocopiers, telecommunication equipment, and videoconferencing applications.

REPORTS TO: Deputy Inspector General – C&C

SUBORDINATE POSITIONS: None

MINIMUM QUALIFICATIONS:

- high school diploma, or demonstrated knowledge, skill, mental development or equivalent experience to four years of high school.

PREFERRED QUALIFICATIONS:

- two years or more of college or business education;
- prior administrative experience in a public or private organization;
- prior experience answering and/or responding to hotline calls; and
- knowledge of Microsoft Office Suite (Excel, Word, Outlook) and other applications.

JOB STATUS: Full-time, FLSA non-exempt. This position is exempt from the provisions of the State of Illinois Personnel Code.

LOCATION: The position is in our Chicago office at 69 West Washington.

HOW TO APPLY: (The OEIG is a non-code state agency)

Applicants should select the employment tab on our website at <https://oeig.illinois.gov/> and click the “Apply to the OEIG” link and follow the instructions for applying.

The OEIG is an Equal Opportunity Employer. If you require reasonable accommodation in completing this application, interviewing, or completing any pre-employment testing, please direct your inquiries to Human Resources at (312) 814-1789, or OEIG.HRAApplications@illinois.gov.

Hiring decisions are not based on or affected by political factors, including political sponsorship, affiliation, or support.