



City of Austin - JOB DESCRIPTION



Complaint Specialist

FLSA:	Standard/Exempt	EEO Category:	(50) Para-Prof
Class Code:	11817	Salary Grade:	BD5
Approved:	March 01, 2004	Last Revised:	August 30, 2012

Purpose:

Under general supervision located in the Office of the Police Monitor (OPM), this position performs duties related to the intake, screening, and resolution of complaints by citizens against police officers of Austin Police Department.

Duties, Functions and Responsibilities:

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

1. Receive phone inquiries and walk-in complaints by interviewing complainants, research, analyze, evaluate, as it relates to applicable Austin Police Department Standards Operating Procedures, Policies and other related regulatory requirements. Provide assistance for complainant in understanding the process and requirements for filing a complaint. Confer with involved parties to discuss resolution of complaints
2. Prepare recommendations by researching, interviewing others if appropriate, evaluation and providing a comprehensive report for the review and/or approval of the Police Monitor, or Assistant Police Monitor.
3. Monitor and review Internal Affairs investigations of citizen complaints by participating in the interviews and reviewing evidence to ensure the investigation is thorough and fair.
4. Review, interpret, and analyze complaints and along with other available data to identify potential trends or problem areas, and provide comprehensive reports and recommendations to management for preventive and/or corrective action.
5. Coordinate new programs as assigned by the Police Monitor; gather, input and analyze all data and information regarding performance and mission of the OPM, and other citizen oversight and community policing issues.
6. Provide models, technical information and reports to other employees as required or negotiated by the Police Monitor. Collaborate and participate on teams of co-workers, employees, or other assigned members
7. Ensure timelines are met with reports, documentation, updates of appropriate systems and records management.
8. Represents the Division at community/outreach events by presenting in various media formats the fundamentals of the program.
9. Create and providing training for program areas including mediation and/or dispute resolution.

Responsibilities - Supervisor and/or Leadership Exercised:

- May provide leadership, work assignments, evaluation, training, and guidance to others.

Knowledge, Skills, and Abilities:

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Knowledge of Federal, State, and local laws/ordinances regarding discrimination in law enforcement, community policing and civilian oversight.
- Knowledge of applicable systems and databases
- Knowledge of investigatory and negotiation techniques
- Skill in handling hostile, conflict, and uncertain situations
- Skill in application of investigative and research techniques
- Skill in oral and written communications sufficient to clearly convey and receive information and ideas
- Skill in interviewing under a variety of conditions, including the possibility of highly charged emotional demonstrations such as hostility, conflict, and frustration
- Skill in the application of investigative and research techniques related to human rights issues
- Skill in researching established case law and applicable precedents
- Skill in data collection, analysis and problem solving
- Skill in dispute resolution
- Skill in the use of computers and applicable software applications
- Ability to handle multiple tasks and prioritization.
- Ability to work with frequent interruptions and changes in priorities.
- Ability to quickly recognize and analyze irregular events.
- Ability to establish and maintain effective communication and working relationships with city employees and

the public

Minimum Qualifications:

- Bachelor's degree in Criminal Justice or related field and two (2) years related experience.

Licenses and Certifications Required:

None.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.