

Investigator, Office Of Citizen Complaints (Job Code #8124)
Salary: \$34.65-\$42.11 Hourly / \$6,006.00-\$7,300.00 Monthly / \$72,072.00-
\$87,594.00 Yearly (as of 2013)

DEFINITION

Under supervision in the Office of Citizen Complaints, performs professional-level investigative work in connection with complaints brought against sworn members of the Police Department by the public.

DISTINGUISHING FEATURES

Incumbents in this class are responsible for performing professional-level investigative work for the Office of Citizen Complaints (OCC) within the Police Department. This class is distinguished from class 8126 Senior Investigator, Office of Citizen Complaints, in that incumbents in class 8126 oversee and/or directly perform the more difficult and sensitive investigations and supervise class 8124 Investigators.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 9, the duties specified below are representative of the duties assigned to this class and are not intended to be an inclusive list.

1. Receives complaints in person, by telephone, in writing and by other means; answers questions and provides information on the functions and procedures of the Office of Citizen Complaints to complainants, police officers, witnesses, members of the public and others.
2. Identifies allegations and investigates complaints under the jurisdiction of the Office of Citizen Complaints using tact and discretion; interviews complainants, police officers, witnesses, experts and others and gathers physical and documentary evidence in order to provide a body of information for analysis and resolution of complaints.
3. Maintains records, files, data and supporting documentation for each case handled; preserves evidence in a secure manner for evaluation and analysis, adhering to established customs and procedures regarding control and custody of records, including evidence.
4. Analyzes information and evidence resulting from investigative activities and makes recommendations based on findings for resolution of complaints.
5. Writes detailed reports on each complaint investigated, including factual backup documentation, analysis of findings and proposed recommendations.
6. Summarizes and explains progress and results of investigations with complainants, police officers and their representatives.

7. Regularly prepares lists and records accounting for status of assigned investigative caseload.
8. May testify before the Police Commission and other legal bodies on the subject of particular investigations and findings.
9. Establishes and maintains effective working relationships with community groups, representatives of the Police Department and other agencies involved in the legal system.
10. Addresses and works with community groups, including participating in outreach and educational functions of the OCC; may monitor police activities in crowd control situations.
11. Performs related duties as required.

EXPERIENCE AND TRAINING

1. A baccalaureate degree from an accredited college or university (additional experience as described in section 2a or 2b may be substituted for the required education on a year-for-year basis, with one year of experience equal to 30 semester units or 45 quarter units); AND EITHER

2a. One (1) year of experience investigating allegations of official or employee misconduct; OR

2b. Two (2) years of experience performing investigative work in a professional field such as law, media/journalism, public health/welfare, human/civil rights, business (e.g. finance, insurance), education, social sciences, public policy/government or a related field. Possession of a law degree may be substituted for one year of professional investigative experience as described in 2b.

SUPERVISION EXERCISED

None