



SAN FRANCISCO

## 0951 Deputy Director I

Recruitment #PEX-0951-059831

**Department:** Office of Citizen Complaints

**Analyst:** Samuel Kinghorne

**Date Opened:** 6/11/2013 8:00:00 AM

**Filing Deadline:** 6/18/2013 11:59:00 PM

**Salary:** \$41.83 - \$53.38/hour; \$7,250.00 - \$9,252.00/month; \$86,996.00 - \$111,020.00/year

**Job Type:** Permanent Exempt

**Employment Type:** Full-Time

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## INTRODUCTION

Under policy direction, to ensure the mission of the Office of Citizen Complaints to promptly, impartially and fairly conduct investigations of civilian complaints of police misconduct or failure to perform a duty, the Deputy Director is responsible for planning, developing and implementing all functions and activities of the Investigation Unit of the Office of Citizen Complaints and related support staff based on effective responsiveness to the public and other client needs; developing and implementing policies, goals and objectives and ensuring the enforcement of applicable laws, ordinances and regulations; preparing and presenting reports to the Director of the Office of Citizen Complaints, the San Francisco Police Commission, the Mayor, the Board of Supervisors, the Chief of Police and other boards and commissions on activities, issues and needs of the Office of Citizen Complaints; and performing related duties as required.

## DISTINGUISHING FEATURES

Reporting to the Director of the Office of Citizen Complaints, the Deputy Director functions at the highest level of department management and is responsible for all functions and activities of the Investigation Unit. This position is exempt from Civil Service appointment (Charter Section 10.104); appointment to the Deputy Director position is made by the

Director of the Office of Citizen Complaints and the Deputy Director serves at the Director's discretion.

The Deputy Director of the Office of Citizen Complaints provides executive direction for the highly specialized professional functions of the Investigation Unit. The incumbent makes decisions critically affecting the diverse functions of the Investigation Unit; manages organizational changes; and provides direction to Senior Investigators who are responsible for the day-to-day supervision of the journey investigators in the Investigation Unit. The incumbent also provides direction to the Senior Account Clerk and to the Principal Clerk who is responsible for the day-to-day supervision of the clerk typists.

## **EXAMPLES OF IMPORTANT AND ESSENTIAL FUNCTIONS**

1. Directs the development and implementation of Investigation Unit goals, policies, and strategic plans; manages the allocation of resources and service levels to meet client needs.
2. Oversees the operation of the Investigation Unit, activities and programs; sets objectives and monitors the performance of subordinate staff engaged in defined activities.
  - a. Supervises the Senior Investigators.
  - b. Sets investigative standards for subordinate staff.
  - c. Reviews and evaluates the results of investigations.
  - d. As required by caseload volume or special circumstances, undertakes  
  
investigations and prepares appropriate reports.
  - e. Trains investigators and external consumers.
  - f. Is a liaison with Police Department personnel on investigations.
3. Monitors the organizational structure, staff assignments, service levels, and administrative systems required to accomplish the Office of Citizen Complaints' mission and objectives in an effective and efficient manner; directs the identification and analysis of opportunities for service enhancements.
4. Oversees the operation of Clerical Unit activities and programs; sets objectives, supervises the Principal Clerk, and monitors the performance of subordinate staff engaged in defined activities. Also supervises the Senior Account Clerk.

5. May act for the Director in case of absence.
6. Directs the development and implementation of the operational budget; monitors expenditures to ensure adherence to the approved budget.
7. Develops statistical and annual reports.
8. Develops training programs for internal and external consumers.

## **KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of: federal, state, and local rules and regulations pertaining to civilian oversight of law enforcement, modern management and financial principles and practices; and conducting civil, criminal or factual investigations that involve gathering, analyzing and evaluating evidence, conducting interviews with witnesses and documenting information in written form.

Applicable experience includes: criminal investigations conducted for a law enforcement or a prosecuting agency; criminal defense investigations in the public or private sector; investigating allegations of misconduct or ethical violations (especially involving public officials or police officers); investigations conducted in connection with litigation or hearings conducted by a government agency; personnel investigations; civil rights investigations, investigations of human rights abuses; and investigations and audits of fraud or abuse.

Ability to: provide strong leadership skills; direct subordinate staff engaged in investigations; exercise administrative ingenuity, independent analysis, adaptability and judgment on highly specialized investigations with difficult, complicated choices of action; make recommendations and present them effectively to commissions, boards, committees, other agencies and the public; apply the principles and practices of public administration, financial and personnel management; clearly interpret all applicable laws, ordinances and codes; direct research, survey techniques and statistical methods; communicate effectively with subordinates, other city employees, the general public, members of civic organizations, or other agencies; and provide guidance in a calm, effective manner in crisis situations.

## **SPECIAL REQUIREMENTS**

1. Ability to plan, conduct and supervise complex and difficult investigations, including those involving serious allegations of misconduct (such as officer-involved shootings and in-custody deaths), investigations involving a large number of complainants, witnesses or officers, high-profile investigations and those involving multiple law enforcement agencies or significant policy issues.
2. Ability to train, advise, motivate and mentor new and veteran investigators on an individual level and through a formal and ongoing

training program.

3. Ability to implement investigative procedures and standards consistent with best practices for civilian oversight agencies to ensure that investigations are fair, prompt, and unbiased.

4. Ability to review the work of investigators to ensure that the investigation is thorough and the factual findings and analyses are sound.

5. Ability to set an example of professionalism, ethical conduct, and commitment to a quality work product.

6. Commitment to civilian oversight of law enforcement.

7. Knowledge of criminal justice procedures, investigative techniques, and issues involving police and civilian oversight practices and police-community relations.

8. Ability to communicate effectively, both orally and in writing, with Office of Citizen Complaints staff, members of the San Francisco Police Department, elected and appointed officials, government managers, and members of the diverse communities served by the law Office of Citizen Complaints and San Francisco Police Department..

9. Ability to edit reports and other written materials prepared by investigative staff for clarity and style.

10. Ability to establish investigative procedures and standards consistent with best practices for civilian oversight agencies.

## **EDUCATION AND EXPERIENCE**

1. A baccalaureate degree from an accredited college or university;

2. A minimum of two years supervisory experience; and

3. Five (5) years experience conducting civil, criminal, or factual investigations that involved gathering, analyzing, and evaluating evidence, conducting witness interviews and documenting information in written form. Applicable experience would include: criminal investigations conducted for a law enforcement or a prosecuting agency; criminal defense investigations in the public or private sector; investigating allegations of misconduct or ethical violations (especially involving public officials or police officers); investigations conducted in connection with litigation or hearings conducted by a government agency; personnel investigations; civil rights investigations and investigations of human rights abuses; investigations and audits of fraud or abuse;

Possession of a law degree from an accredited law school may be

substituted for two years of investigative experience described above.

## HOW TO APPLY

Applications for City and County of San Francisco jobs are being accepted through an online process. Visit [www.jobaps.com/sf](http://www.jobaps.com/sf) to register an account.

- Click and select the desired job announcement
- Click on "Apply" and read and acknowledge the information
- Click on "I am a New User" if you have not previously registered, or on "I have Registered Previously"
- Follow instructions given on the screen

Computer kiosks are available for the public to file online applications in the lobby of the Department of Human Resources, One South Van Ness Avenue, 4th Floor, San Francisco, CA 94103. The hours of operation are from 8:00 a.m. to 5:00 p.m. Monday through Friday.

Applicants may be contacted by email about this announcement and, therefore, it is their responsibility to ensure that their registered email address is accurate and kept up to date. In addition, applicants must ensure that email from CCSF is not blocked on their computer by a spam filter. To prevent blocking, applicants should set up their email to accept CCSF mail from the following address: (@sfgov.org)

Applicants will receive a confirmation email that their online application has been received in responses to every announcement to which they file. Applicants should retain this confirmation email for their records. Failure to receive this email means that the online application was not submitted or received.

Applications completed improperly may be cause for ineligibility or disqualification.

### **Verification of Education and Experience:**

Verification of education and qualifying experience may be required at a later date. Failure to submit the required verification when requested may result in rejection of application. NOTE: Falsifying one's education, training, or work experience or attempted deception on the application may result in disqualification for this and future job opportunities with the City and County of San Francisco.

If you have any questions regarding this recruitment or application process, please contact the analyst, Samuel Kinghorne, by telephone 415-557-4886 or by email at [Samuel.kinghorne@sfgov.org](mailto:Samuel.kinghorne@sfgov.org).

# SELECTION PROCEDURES

Applications will be reviewed for qualifying experience and education. Only those applicants deemed best qualified will be invited to participate in the selection process. Meeting the minimum qualifications does not guarantee an interview. Additional screening mechanisms may be implemented in the selection process.

Supplemental Questionnaire: Qualifying Candidates will be prompted to complete the Supplemental Questionnaire that must be submitted during the online application process to assess the level of training and experience.

## Special Certifications

1. Possession of a valid California driver's license.
2. Pursuant to San Francisco City Charter section 4.127, an employee of the Office of Citizen Complaints shall not have previously served as a uniformed member of the San Francisco Police Department,
3. Successful passage of background check.

## DISASTER SERVICE WORKERS

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

## CONCLUSION

**Reasonable Accommodation Request:** Applicants with disabilities who meet the minimum eligibility requirements for this job announcement can find information on requesting a reasonable ADA Accommodation at:  
<http://www.sfdhr.org/index.aspx?page=20#applicantswithdisabilities>

**General Information concerning City and County of San Francisco Employment Policies and Procedures:**

Important Employment Information for the City and County of San Francisco can be obtained at <http://www.sfdhr.org/index.aspx?page=20> or hard copy at 1 South Van Ness Avenue, 4th Floor, San Francisco, CA 94103.

### **Terms of Announcement:**

Applicants must be guided solely by the provisions of this announcement, including requirements, time periods, and other particulars, except when superseded by federal, state, or local laws, rules or regulations. Clerical errors may be corrected by posting the correction on the Department of Human Resources website at: <http://www.sfdhr.org/index.aspx?page=20#announcementsdefinitions>

### **Copies of Application Documents:**

Applicants are advised to keep copies of all documents submitted. Submitted documents become a permanent part of the application and will not be returned. The hiring department may require applicants to submit the same documents at a later date.

### **Right to Work:**

All persons entering the City and County of San Francisco workforce are required to provide verification of authorization to work in the United States. <http://www.sfdhr.org/index.aspx?page=20#identification>

Micki Callahan, Human Resources Director

Department of Human Resources

Recruitment # PEX-0951-059831

Issued: XXXOCC/SK/pt (415) 557- 4886 or (415)241-7721

MCCP #99-002

## **BENEFITS**

All employees hired on or after January 10, 2009 will be required (pursuant to San Francisco Charter Section A8.432) to contribute 2% of pre-tax compensation to fund retiree healthcare. In addition, most employees are required to make a member contribution towards retirement, typically 7.5% of compensation.

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Contact us via  
conventional means.

You may contact us by phone at (415) 557-4800, or apply for a job in person at the Department of Human Resources.

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