

**Senior Investigator, Office Of Citizen Complaints (JOB CODE #8126 )**  
**Salary: \$38.01-\$46.20 Hourly / \$6,589.00-\$8,008.00 Monthly / \$79,066.00-**  
**\$96,096.00 Yearly (as of 2013)**

### **DEFINITION**

Under direction in the Office of Citizen Complaints, supervises the work of assigned staff and performs difficult and complex professional-level investigative work in connection with complaints brought against sworn members of the Police Department by the public.

### **DISTINGUISHING FEATURES**

This class is distinguished from Class 8124 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 109, the duties specified below are representative of the duties assigned to this class and are not intended to be an inclusive list.

1. Supervises, directs and monitors the work of assigned staff; evaluates performance and counsels employees; completes and presents written performance appraisals; fosters professionalism and cooperation among staff; makes recommendations on personnel issues and disciplinary concerns regarding investigators.
2. Provides training for investigative staff and aids in their professional development; explains existing policies and procedures, including producing written memos and instructions.
3. Reviews and assigns cases to investigative staff; monitors progress of investigations and evaluates tentative findings to ensure completeness and accuracy.
4. Implements and monitors case management policies; maintains case management records of his/her team and provides case management reports as required.
5. Writes detailed reports on each complaint investigated, including factual backup documentation, analysis of findings and proposed recommendations.
6. Receives complaints, answers questions and provides information on the functions and procedures of the Office of Citizen Complaints for complainants, police officers, other witnesses, members of the public and others.
7. Performs investigations of difficult, controversial and/or sensitive complaints as assigned; identifies allegations and investigates complaints using tact and discretion; interviews complainants and police officers, as well as other witnesses, experts and individuals,

- and gathers physical and documentary evidence in order to provide a body of information for analysis and resolution of complaints.
8. Pursuant to investigations, analyzes information and evidence resulting from investigative activities and makes recommended findings in resolution of complaints; prepares detailed written reports on each complaint investigated, including factual backup documentation, analysis of findings and recommendations; refers appropriate cases for legal review.
  9. Maintains records, files, data and supporting documentation for each case handled; preserves evidence in a secure manner for evaluation and analysis.
  10. Identifies issues and concerns from complaints, leading to recommendations for review and improvement of police department policies, procedures, training and equipment.
  11. Summarizes and explains progress and results of investigations to complainants and named individual members of the Police Department; assists in notification procedures pertaining to cases.
  12. Pursuant to performing investigations, testifies and/or makes oral presentations before the Police Commission and other bodies on the subject of investigations and findings; prepares reports and other related documents to present at hearings. Represents the Office of Citizen Complaints at community meetings, conferences and other related functions; establishes and maintains effective and cooperative working relationships with community groups, representatives of the Police Department and other agencies involved in the legal system; participates in outreach and educational functions of the OCC.
  13. Reviews and receives training on legislation, court cases, legal opinions and Police Department policies relevant to the activities of the office to maintain and enhance professional competency.
  14. Assists in developing policies and procedures to promote and ensure efficiency, fairness and completeness of investigative processes; attends and participates in departmental management meetings.
  15. Responds to emergency complaints and police situations as assigned.
  16. May assume the duties of the Chief Investigator in his/her absence.
  17. Performs related duties as required.

### **SUPERVISION EXERCISED**

Supervises the work of assigned staff, including Class 8124 Investigators.

### **KNOWLEDGE, SKILLS & ABILITIES**

Knowledge of: Investigative practices and procedures; procedures for gathering, documenting, preserving and presenting data and evidence; interview methods

and techniques, including those needed to interview difficult, emotionally distressed or hostile individuals, in order to conduct investigations.

Ability and skill to: Plan, review, assign and monitor the activities of assigned staff; train, evaluate, motivate and counsel employees; conduct difficult and complex investigations with tact and discretion; identify, gather, review and analyze information from a variety of sources; develop sound conclusions and logical recommendations; identify and apply correct standards and rules to the facts found in investigations; effectively prioritize tasks and projects for self and others; implement and monitor case management policies; interact courteously, fairly and effectively with individuals and groups from a variety of cultural and socioeconomic backgrounds; promote, establish and maintain cooperative working relationships with a variety of individuals and groups; speak clearly, concisely and effectively; listen and elicit information; write reports and correspondence in a clear, concise, well-organized and effective manner; maintain accurate and factual records and files of investigative data and evidence; use a personal computer to produce written materials and access information; remain fair, objective and open-minded while investigating complaints; remain impartial and calm in frustrating and/or confrontational situations; maintain perspective and take initiative in implementing a variety of methods in order to gather information.

**MINIMUM QUALIFICATIONS:**

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. Two (2) years experience investigating allegations of official or employee misconduct; OR

2b. Four (4) years 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 two years of professional investigative experience as described in 2b.