

Office of the City Auditor

CLASS SPECIFICATION COMPLAINT INVESTIGATOR I

[Salary Grade 57](#)

Established: December 13, 2018

CLASSIFICATION SUMMARY

Under routine supervision, investigates complaints related to police misconduct or administrative acts of City agencies submitted to or initiated by the City Ombudsman or Independent Police Review.

Responsibilities include: taking complaints; planning and conducting administrative investigations as assigned; determining allegations; conducting research; initiating, refining, and completing investigative tasks; collecting evidence and interviewing witnesses; requesting records; determining appropriate resolutions or recommended courses of action; developing findings and recommendations; providing referral resources to community members; and resolving conflicts.

DISTINGUISHING CHARACTERISTICS

Complaint Investigator I is the first of two classifications in the Complaint Investigator series. This classification is specific to the City Auditor's Office and may not be used by other City Bureaus/Offices.

Complaint Investigator I is distinguished from Complaint Investigator II in that the latter supervises and provides guidance to the former, who has primary responsibility for conducting investigations.

Complaint Investigator I is distinguished from Police Internal Affairs Investigator in that the former is located within the City Auditor's Office and operates independently from the Police and other bureaus.

ESSENTIAL FUNCTIONS

The incumbent may perform a combination of the following and other duties as assigned.

General Duties:

1. Support the mission, objectives, and service expectations of the Auditor's Office; contribute to an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society.
2. Conduct initial complaint processing and intake interviews to establish the basis of a complaint and authority to investigate.
3. Assess complaint allegations; prepare and implement plans of investigation; determine approach and methodology.
4. Conduct complaint investigations; review and interpret relevant City Code and policies; interview complainants, witnesses, and relevant staff; obtain documentary and other information.
5. Analyze, review, and interpret investigative results; formulate findings and recommendations; draft reports of findings and recommendations if appropriate; present findings and recommendations to supervisor for review; communicate with City officials about complaints and investigation results; monitor agency response to findings and recommendations.
6. Identify and analyze complaints and data indicating systemic issues; research, evaluate and develop solutions. Use independent judgment to resolve conflicts and propose improvements to public policy.
7. Assist community members by offering referrals to other agencies and services.
8. Participate in community outreach efforts, systemic reform efforts, policy reviews, public hearings, press events, and professional development training.

SUPERVISION RECEIVED AND EXERCISED

The work of this classification is performed under general supervision by the Independent Police Review Director, the City Ombudsman, Complaint Investigator II or other supervisors in the City Auditor's Office.

This classification has no supervisory responsibilities.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

1. Knowledge of theory, principles, practices, and techniques of administrative investigation.
2. Knowledge of principles and practices of public administration, including the maintenance of public records and handling of confidential information.
3. Knowledge of principles and practices of business communication.
4. Ability to understand and interpret relevant City, state and federal laws and policies.
5. Ability to define complex issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules, policies, and protocols.
6. Ability to conduct thorough, objective complaint investigations, reach sound impartial conclusions based on investigation results; maintain confidentiality regarding process and outcomes in accordance with all legal requirements.
7. Ability to communicate effectively both orally and in writing.
8. Ability to present information, proposals, and recommendations clearly, logically and persuasively.
9. Ability to engage in an impartial manner with complainants from diverse communities and exercise tact and diplomacy in dealing with sensitive, complex, and confidential issues and situations.
10. Ability to facilitate inclusive participation in Auditor's Office programs and activities by communities of color and people traditionally underrepresented in local decision-making; communicate cross-culturally.
11. Ability to represent the Auditor's Office in investigations and interactions with the public on a variety of sensitive and confidential issues.
12. Ability to exercise sound judgment and navigate sensitive political environments; maintain workplace security and personal safety.
13. Ability to establish and maintain effective working relationships with managers and staff, elected officials, representatives of other government agencies, and others.
14. Ability to use City-specific technology and general office software.

MINIMUM QUALIFICATIONS REQUIRED

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education/Training: Bachelor's degree from an accredited college or university with major course work in criminal justice, criminology, public administration, political science or related field;

AND

Experience: Three (3) years of investigative experience.

Special Requirements and/or Qualifications:

A valid state driver's license may be required for certain positions.

Preferred Qualifications:

Experience working for a public agency.

Bargaining Unit: Nonrepresented
FLSA Status: Exempt
HISTORY
Revision Dates: