

## Office of the City Auditor

### CLASS SPECIFICATION COMPLAINT INVESTIGATOR II

[Salary Grade 58](#)

Established: December 13, 2018

#### **CLASSIFICATION SUMMARY**

Under limited supervision, oversees the intake and resolution of complaints submitted to or initiated by the City Ombudsman or Independent Police Review.

Responsibilities include: reviewing complaints submitted to or initiated by the City Auditor's Office and in consultation with managers or supervisors determining action to be taken; accepting, planning, investigating, and resolving complaints; reviewing and responding to requests for reconsideration of complaint dismissals; and assisting in making recommendations to modify and/or improve Bureau policies, procedures, and actions. The responsibilities of the classification require a degree of independence, judgment, and discretion.

#### **DISTINGUISHING CHARACTERISTICS**

Complaint Investigator II is the highest 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 II is distinguished from Complaint Investigator I in that the former supervises and provides guidance for the latter, which is primarily responsible for investigating complaints.

Complaint Investigator II 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 duties and perform 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. Receive, review, and recommend course of action for complaints; communicate with complainant on status and decision.
3. Assign work, supervise investigations and manage workload; coordinate and track staff training; ensure compliance with policies, procedures, protocols, and other expectations for quality investigative practices.
4. Conduct and oversee investigations of complaints; review and interpret relevant City Code and policies; interview complainants; locate and interview witnesses; obtain documentary and other evidence; interview subjects of complaints and witnesses.
5. Monitor, review, and conduct administrative investigations of complaints; coordinate with City bureaus in investigations; attend investigative interviews; review and approve reports; recommend findings.
6. Assist in and monitor complaints referred for investigation to City bureaus; monitor progress from case initiation through disposition.
7. Represent the Auditor's Office at meetings.

8. Identify and analyze complaints and data indicating systemic issues; research, evaluate and develop solutions to recommend. Use independent judgment to resolve conflicts and propose improvements to public policy.
9. Study, develop, draft, and present recommendations to enhance internal efficiency, effectiveness, and equity.
10. Assist community members by offering referrals to other agencies and services.
11. Participate in community outreach efforts, public hearings, media events, and professional development training.
12. Provide leadership to attract, develop, and retain diverse, highly competent, service-oriented staff that supports the mission of the Auditor's Office's and the assigned division's mission, objectives, and service expectations; create and promote an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society; ensure that employees are provided with guidance and opportunity to correct deficiencies, and appropriate discipline procedures are implemented.

### **SUPERVISION RECEIVED AND EXERCISED**

The work of this classification is performed under general direction by the Independent Police Review Director, City Ombudsman, or other supervisor in the City Auditor's Office.

This classification supervises and evaluates the performance of employees in the Complaint Investigator I classification.

### **KNOWLEDGE/SKILLS/ABILITIES REQUIRED**

1. Thorough knowledge of theory, principles, practices, and techniques in the conduct of administrative investigations and legal research and analysis.
2. Knowledge of federal, state, and local laws, statutes, regulations, ordinances, and procedures applicable to administrative investigations; principles and practices of government oversight.
3. Knowledge of the theory, principles, practices, and techniques of workplace management.
4. Ability to define issues, analyze problems, impartially evaluate alternatives, and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules, and policies.
5. Ability to read, interpret, and apply complex laws and regulations and review and evaluate complaints.
6. Ability to plan, conduct, and evaluate the results of administrative investigations of sensitive matters; maintain confidentiality regarding process and outcomes in accordance with all legal requirements.
7. Ability to communicate effectively, both orally and in writing; present information, proposals, and recommendations clearly and persuasively in public settings.
8. Ability to establish and maintain effective working relationships with managers and staff, elected officials, representatives of other government agencies, and others; demonstrate tact, diplomacy and patience, and gain cooperation through discussion and collaboration.
9. Ability to interact effectively with people in crisis.
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 supervise a diverse workforce and apply equitable program practices to diverse and complex services.
12. Ability to exercise expert judgment and navigate sensitive political environments; maintain workplace security and personal safety.
13. 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:** Five (5) years of progressively responsible experience conducting, reviewing, and supervising investigations.

**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: