

CLASS SPECIFICATION
Complaint Investigator

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, independently investigates complaints ranging from moderately difficult to complex; conducts research; develops comprehensive reports of findings and recommendations; resolves conflicts; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Complaint Investigators are responsible for investigating complaints ranging in difficulty from moderate to complex, deciding on investigative approach or methodology, analyzing and adapting applicable precedents and policies and determining the proper resolution or recommended course of action.

Complaint Investigators are distinguished from IPR Director and City Ombudsman in that incumbents in the latter class have responsibility for managing the administration and operation of the Internal Police Review Division and the Ombudsman Office and establishing the processes used to investigate citizen complaints that involve administrative acts of the City government.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Conducts initial complaint processing and intake interviews to establish the basis of an allegation; conducts research of issues applicable to complaints; determines timeliness and jurisdiction of complaints.
2. Prepares and implements plans of investigation for each complaint to be investigated; determines approach and methodology to be used; interviews relevant parties; conducts on-site visits and depositions; obtains documents and information applicable to complaints; analyzes and adapts applicable precedents and policies for use in an investigation.
3. Conducts investigations of complaints; reviews and interprets applicable City Code and policies; analyzes investigation results and prepares reports of findings and recommendations on courses of action for the Director's review; communicates with City officials about complaints and investigation results.
4. Analyzes alternative courses of action to address complaints against the City; uses independent judgement to resolve conflicts and improve public policy.

5. Explains Office complaint policies and procedures; makes recommendations for and processes alternative referral sources; responds to inquiries verbally or in writing; maintains documented records of inquiries.
6. Serves as primary contact point for citizens who have unresolved grievances regarding City administrative acts.

OTHER DUTIES

None.

MINIMUM QUALIFICATIONS

Knowledge of:

1. City and state laws and regulations applicable to the operation and jurisdiction of the Ombudsman Office.
2. Underlying principles of the role of an Ombudsman in improving the efficiency and equity of government services.
3. Basic provisions of Federal, state and local laws related to criminal investigations.
4. Police Bureau organization, operation, supervision, general orders, policies and procedures, training and tactics at a level necessary to carry out areas of assigned responsibility.
5. Federal, state and local laws and regulations applicable to the operations and administration of City government.
6. Organization of the City, county and state government, including the functions and interrelationships of its bureaus and offices.
7. Principles, methods and techniques of research and investigation of citizen complaints.
8. Principles and practices of public administration, including the maintenance of public records and treatment of confidential information.
9. Effective community and public relations methods and practices.
10. Principles and practices of sound business communication.

Ability to:

1. Conduct thorough, objective investigations of complaints, reach sound neutral conclusions based on investigation results and maintain confidentiality regarding process and outcomes in accordance with all legal requirements.
2. Define complex issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
3. Resolve conflicts using alternative dispute resolution systems in a non-adversarial and cost effective manner.
4. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
5. Understand and interpret relevant city, state and federal laws.
6. Present information, proposals and recommendations clearly, logically and persuasively.
7. Represent the Office effectively in investigations and other dealings on a variety of sensitive and confidential issues.
8. Prepare clear, concise and comprehensive reports and other written materials.
9. Exercise sound expert, independent judgement within general policy guidelines.
10. Operate a computer and standard business software.
11. Communicate effectively both orally and in writing.
12. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
13. Establish and maintain effective relationships with elected officials, all levels of City management, representatives of other governmental agencies, employees, the public and others encountered in the course of work.
14. Define complex issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in public administration, management, political science or a closely related field; and at least three years of progressively responsible experience conducting internal organizational audits or investigations of citizen complaints; or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

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

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02; Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002.

June 2009 - Change Job Class number from 7330 to 30000553, due to system change.