

City of Portland

CLASS SPECIFICATION
COMPLAINT INVESTIGATOR I

[CLASS CODE]

[ESTABLISHED DATE]

CLASSIFICATION SUMMARY

Reports to a Complaint Investigator II, Supervisor or other supervisory- or management-level position in the City Auditor's Office. Under general supervision, independently investigates complaints of police misconduct or administrative acts of Bureaus/Offices.

Responsibilities include: conducting intake of complaints; initiating, planning, and conducting administrative investigations; determining allegations; conducting research; initiating, refining, and completing investigative tasks; collecting evidence and interviewing witnesses; requesting records; determining the scope and nature of questions for witness interviews; determining proper resolution or recommended course of action; developing reports of 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.

Complaint Investigator I is distinguished from Complaint Investigator II in that the latter has considerable discretion for determining whether cases warrant investigation and the former 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 Portland Police Bureau.

ESSENTIAL FUNCTIONS

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties, as assigned.

General Duties:

1. Conduct initial complaint processing and intake interviews to establish the basis of a complaint and authority to investigate; coordinate interpreters and other accessibility services.
2. Assess complaint allegations; prepare and implement plans of investigation; determine approach and methodology.
3. Conduct investigations of complaints; review and interpret relevant City Code and policies; interview complainants, witnesses, and relevant staff; obtain documentary and other information.
4. Analyze, review, and interpret investigative results; formulate findings and recommendations; draft reports of findings and recommendations; present findings and recommendations to supervisor for review; communicate with City officials about complaints and investigation results; monitor agency response to findings and recommendations.
5. Identify and analyze complaints and data indicating systemic issues; research, evaluate and develop solutions.
6. Assist community members by offering referrals to other agencies and services.
7. Participate in community outreach efforts, system 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 a Complaint Investigator II, Supervisor or other supervisory- or management-level position 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 civilian oversight of public agency administration.
4. Knowledge of principles and practices of business communication.
5. Ability to understand and interpret relevant City, state and federal laws and policies.
6. 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.
7. Knowledge of interview techniques, methods, and strategies for case preparation.
8. Ability to conduct thorough, objective investigations of complaints, reach sound impartial conclusions based on investigation results; maintain confidentiality regarding process and outcomes in accordance with all legal requirements.
9. Ability to communicate effectively both verbally and in writing; present information, proposals, and recommendations clearly, logically and persuasively.
10. Ability to engage in an impartial manner with complainants from diverse communities, and to exercise tact and diplomacy in dealing with sensitive, complex, and confidential issues and situations.
11. Ability to facilitate inclusive participation of communities of color and people traditionally underrepresented in local decision-making in Auditor's Office programs and activities; communicate cross-culturally.
12. Ability to represent the Auditor's Office in investigations and interactions with the public on a variety of sensitive and confidential issues.
13. Ability to use independent judgment to resolve conflicts and propose improvements to public policy.
14. Ability to exercise sound judgment and navigate sensitive political environments.
15. Ability to utilize 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.

Minimum Salary: xxxxx per [pay period, month, annual]

Maximum Salary: yyyyy per [pay period, month, annual]

Bargaining Unit: Non-represented

FLSA Status: Exempt

HISTORY

Revision Dates: