

City of Portland

CLASS SPECIFICATION
COMPLAINT INVESTIGATOR II

[CLASS CODE]

[ESTABLISHED DATE]

CLASSIFICATION SUMMARY

Reports to the Independent Police Review (IPR) Manager or other supervisory- or management-level position in the City Auditor's Office. Under general direction, oversees the intake and resolution of complaints submitted to or initiated by the City Ombudsman and the Independent Police Review.

Responsibilities include: reviewing police-related and other complaints submitted through 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; assisting in making recommendations to modify and/or improve IPR and Portland Police Bureau (PPB) policies, procedures, and actions. The responsibilities of the classification require a significant degree of independence, judgment, and discretion in determining when to open investigations related to community complaints of police misconduct.

DISTINGUISHING CHARACTERISTICS

Complaint Investigator II is the highest of two classifications in the Complaint Investigator series.

Complaint Investigator II is distinguished from Complaint Investigator I in that the former has considerable discretion for determining whether cases warrant investigation and the latter is primarily responsible for investigating complaints.

Complaint Investigator II is distinguished from IPR Manager and City Ombudsman in that the latter classifications have overall responsibility for managing and supervising a Division within the City Auditor's Office.

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 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. Receive, review, and recommend course of action for complaints, including police misconduct; communicate with complainant on status and decision.
2. Conduct and oversee investigations of complaints submitted; 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.
3. Monitor, review, and conduct administrative investigations related to citizen complaints; coordinate with City Bureaus/Offices in investigations; attend investigative interviews; review and approve reports; recommend findings.
4. Recruit Citizen Review Committee (CRC) members; prepare, facilitate, and attend CRC meetings; represent the IPR at meetings; coordinate and track, implement, and arrange training

for members; discuss policy issues; present all community members and officer appeals referred to the CRC; represent the IPR as a voting member on the Police Review Board (PRB).

5. Assist in and monitor complaints referred for investigation to City Bureaus/Offices monitor progress from case initiation through disposition.
6. Respond, monitor, and report on critical incident scenes involving officer-involved shootings and in-custody deaths to ensure investigations are handled appropriately and in compliance with PPB protocols, policies, and procedures.
7. Identify and analyze complaints and data indicating systemic issues; research, evaluate and develop solutions to recommend.
8. Study, develop, draft, and present recommendations to enhance internal efficiency, effectiveness, and equity.
9. Assist community members by offering referrals to other agencies and services.
10. Participate in community outreach efforts, policy reviews, public hearings, media events, and professional development training.

SUPERVISION RECEIVED AND EXERCISED

The work of this classification is performed under general direction by the IPR Manager or other supervisory- or management-level position in the City Auditor's Office.

This classification may supervise employees.

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. Ability to define issues, analyze problems, evaluate alternatives, and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules, and policies.
4. Ability to read, interpret, and apply complex laws and regulations and review and evaluate complaints.
5. Ability to plan, conduct, and evaluate the results of administrative investigations of sensitive matters.
6. Ability to communicate effectively, both verbally and in writing; present information, proposals, and recommendations clearly and persuasively in public settings.
7. Ability to establish and maintain effective working relationships with those contacted in the course of work; demonstrate tact, diplomacy and patience, and gain cooperation through discussion and collaboration.
8. Ability to interact effectively with people in crisis.
9. Ability to use independent judgment to resolve conflicts and propose improvements to public policy.
10. 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.
11. Ability to supervise a multicultural workforce, promote an equitable workplace environment, and apply equitable program practices to diverse and complex City services.
12. Ability to exercise expert judgment and navigate sensitive political environments.
13. 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: 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:

Law degree or advanced degree from an accredited college or university with major course work in public administration or public policy.

Admission to the State Bar of Oregon.

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: