



Career Service Authority  
Deputy Monitor, OIM

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### GENERAL STATEMENT OF CLASS DUTIES

Provides support and assistance to the Monitor for the City and County of Denver.

### DISTINGUISHING CHARACTERISTICS

This class is exclusive to Denver's Office of the Independent Monitor and is not a Career Service position. This is the first level of a two part series. This position reports directly to the Monitor. This is **not** an operational manager or an attorney classification. This is a one incumbent class that will not act as a legal advisor or otherwise function as a lawyer for the City and County of Denver. This is an investigative class with emphasis on support and assistance in the areas of internal investigations, research, and policy analysis. This is an "at will" position that will serve at the pleasure of the Monitor. This classification is distinguished from the Sr. Deputy Monitor which is responsible for providing **high level** program and policy support and assistance to the Monitor for the City and County of Denver.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guidelines in order to interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in unprecedented situations.

Employee is responsible for coordinating and supervising several tasks in which several phases may be in progress at once. Duties performed involve weighing and evaluating many factors requiring judgment, analytical ability, and problem solving.

Completed work is generally reviewed for soundness of judgment, conclusions, adequacy and conformance to policy.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered or presented.

#### ***Level of Supervision Exercised:***

May perform leadwork as assigned.

### ESSENTIAL DUTIES

Provides support and assistance to the Monitor for the City and County of Denver.

Under the supervision and direction of the Monitor, creates and assists with managing a citizen-police mediation program.

Works with the Civilian Oversight Board.

Reviews and monitors Internal Affairs Bureau assignment decisions by the Denver Police Department, Sheriff's Department and the Fire Department.

Recommends appropriate resolution for citizen and department initiated complaints.

Audits policies and procedures of police, sheriff and fire.

Assists with writing the Monitor's annual and other public reports.

Participates in and assists with monitoring internal affairs interviews; writes memorandum and letters relating to the integrity of internal investigations.

## MINIMUM QUALIFICATIONS

### ***Core Competencies:***

**Oral Communication** - Clearly communicates and explains office policies and procedures to staff and others, and communicates information about the assigned functional and/or operational area's activities to peers, higher-level managers, staff of other organizations, internal and external customers of a localized function, and local stakeholder groups.

**Written Communication** - Composes, reviews, edits and issues a variety of written materials for diverse audiences; communicates purpose in a succinct and organized manner, appropriate for context, time and place. Written materials affect a local assigned functional and/or operational area(s), a program(s) or segment thereof or limited population of customers.

**Interpersonal Skills** - Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, staff of other organizations, internal and external customers and stakeholder groups to accomplish the organization's mission. Adapts approach to different people and situations.

**Conflict Management** - Minimizes confrontations, disagreements, complaints, and grievances and resolves them in a constructive manner. Works with staff, higher-level managers, peers, staff of other organizations, internal and external customers, and local stakeholder groups to generate areas of agreement and joint action.

**Influencing/Negotiating** - Uses persuasion to change the decisions, opinions, attitudes and behaviors of staff, higher-level managers, peers, internal customers, a limited population of external customers, and local stakeholder groups. Brings opposing groups or individuals together in order to reconcile differences and accomplish organizational goals that affect a local functional and/or operational area or a program segment.

**Decisiveness** - Commits to action, even in uncertain situations, by making sound and timely decisions necessary to carry out programs, ideas, systems or policies that affect a local functional and/or operational area, program segment, or limited population of customers.

**Problem Solving** - Uses logic to identify and solve problems involving part of an organization. Considers various choices, competing viewpoints and alternatives. Solutions primarily affect a local functional and/or operational area(s), program segment(s), or limited population of customers.

**Flexibility** - Is open to new ideas and adapts to changing work situations and priorities by modifying existing plans and work methods that affect part of an organization, higher-level managers, peers, staff of other organizations, internal customers, a limited population of external customers, and local stakeholder groups. Remains calm under pressure.

**Self-Direction** - Sets goals and takes initiative in implementing ideas, systems or policies that affect an functional and/or operational area(s), program(s), or limited population of customers. Manages time efficiently; encourages feedback; and invests in self-development.

**Client Orientation** - Applies quality management principles and processes for delivery of high-quality services in part of an organization; anticipates and meets demands of internal customers and a limited population of external customers; strives for continuous improvement.

**Leadership** - Initiates and sustains action to accomplish the goals of part of a functional and/or operational area within an agency/department by guiding and motivating others and gaining the confidence and active support of subordinates, peers, staff of other organizations, internal customers, a limited population of external customers, and local stakeholder groups. Achieves voluntary commitment to shared values and goals and adapts leadership style to different situations.

**Planning and Evaluating** - Establishes goals and objectives of a functional and/or operational area within an agency/department; identifies required resources and develops plans for carrying out the work in a timely manner. Monitors and evaluates progress to ensure that program(s) and policies are being implemented and adjusted as necessary to accomplish the organization's mission. Impact is limited to an operational or functional area, program(s), or limited population of customers.

**Integrity** - Exhibits personal integrity and promotes ethical conduct by employees; abides by the City's Code of Ethics.

### ***Knowledge, Skill and Ability:***

Knowledge of federal, state and local laws and regulations and procedures applicable to internal police investigations, whether administrative or criminal and police review responsibilities and jurisdiction.

Ability to read, interpret and apply complex laws and regulations and evaluate and review complaints.

Ability to communicate clearly and effectively, orally and in writing.

### ***Physical Demands:***

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

### ***Working Environment:***

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Subject to varying and unpredictable situations.  
Subject to long irregular hours.

***Entrance Requirements:***

Requires a Master's Degree or equivalent professional accreditation and no experience. A JD is highly desired.

***Licensure and/or Certification:***

Colorado Bar membership not required. The position will not act as a legal advisor or otherwise function as a lawyer of the City and County of Denver.

Successful candidate will be required to pass a rigorous background investigation. This is not a Career Service position. This is an at will appointment.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 06/27/2005

***REVISED DATE:***

***REVISED BY:*** Mack

***CLASS HISTORY*** New class for independent office.