



Career Service Authority
Economic Crime Specialist

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GENERAL STATEMENT OF CLASS DUTIES

Coordinates the complaint intake process for the Denver District Attorney's Economic Crime Unit and interviews complainants to determine whether there is evidence to warrant further investigation.

DISTINGUISHING CHARACTERISTICS

Incumbents in this class assist victims of economic crime.

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 guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, gathered and discretion and judgement are required within the parameters of the job function.

Level of Supervision Exercised:

No supervisory duties.

ESSENTIAL DUTIES

Responds to all complaints from the public regarding economic crime and determines the appropriate course of action.

Conducts in-depth interviews with victims and other parties in complaints alleging criminal conduct, participates in interviews of suspects, and writes detailed memoranda of interviews for the use in court.

Collects documentation from witnesses such as law enforcement officers, courts, banks, attorneys, businesses, insurance companies, private investigators, and various governmental agencies.

Reviews and analyzes financial documents and other gathered information, obtains additional documentation through requests to banks, verification of victim's statements, and contact with other law enforcement agencies, and participates in the preparation of search warrants and affidavits to assist criminal investigators in obtaining documents and information through the judicial process.

Organizes all of the pertinent information relating to a case and writes preliminary investigative reports and memoranda.

Explains investigative and court procedures to the public including probate matters, foreclosure issues, identity theft victimization, securities fraud, and small claims court.

Provides emergency intervention and referral generally in cases involving the exploitation of the elderly and persons with disabilities.

Provides crime prevention and consumer education through public speaking engagements and printed materials.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Writing - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.

Self-Management - Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Integrity/Honesty - Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

Interpersonal Skills - Shows understanding, courtesy, tact, empathy, concern; develops and maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds & situations; is sensitive to individual differences.

Oral Communication - Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Planning and Evaluating - Organizes work, sets priorities, determines resource requirements and short- or long-term goals and strategies to achieve them, coordinates with other organizations or parts of the organization, monitors progress, and evaluates outcomes.

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

Self-Esteem - Believes in own self-worth; maintains a positive view of self and displays a professional image.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Flexibility - Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Stress Tolerance - Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Writing - Uses correct English grammar, punctuation and spelling to communicate thoughts, ideas, information and messages in writing.

Skill in investigating and analyzing information relative to the work assignment.

Knowledge of economic crime laws sufficient to be able to determine legitimacy of complaints.

Physical Demands:

Sitting - remaining in the normal seated position.

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

Hearing - perceiving the nature of sound by the ear.

Working Environment:

Subject to varying and unpredictable situations.

Pressure due to multiple calls and inquiries.

Education Requirement:

Graduation from high school or possession of GED Certificate plus 9 semester hours of college coursework in Business Law, Human Services, Criminal Justice, or a related field.

Experience Requirement:

Three years of clerical experience including two years of public contact and conflict resolution experience explaining statutes, ordinances, standards, rules, and regulations to individuals or groups.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement except for the two years of public contact and conflict resolution experience explaining statutes, ordinances, standards, rules, and regulations to individuals or groups. Additional appropriate experience may be substituted for the minimum education requirement.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 11/01/02

REVISED DATE:

REVISED BY: Patricia Anderson

CLASS HISTORY The Consumer Fraud Specialist was abolished and replaced by the new Economic Crime Specialist class.