



Career Service Authority  
Investigations Technician

Page 1 of 4

**GENERAL STATEMENT OF CLASS DUTIES**

Conducts background investigations for the Denver Civil Service Commission of candidates for possible public safety employment with the Denver Police and Fire Departments and may conduct similar background investigations for the Sheriff's Department.

**DISTINGUISHING CHARACTERISTICS**

Investigations Technician performs standard level background investigation work for public safety employment purposes. This class is distinguished from the Senior Criminal/Civil Investigator, which performs full performance level criminal or civil investigation work.

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

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

***Level of Supervision Received and Quality Review:***

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work with supervision as needed by the agency and must follow a work format that provides the necessary details required in the final report. Work product is subject to continual review.

***Interpersonal Communications and Purpose:***

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

***Level of Supervision Exercised:***

By position, may perform leadwork.

## ESSENTIAL DUTIES

Conducts background investigations, which include, but are not limited to, inquiries regarding employment applicants' character, conduct, driving history, use of illegal drugs, employment history, criminal history, credit history and references.

Conducts required face-to-face interviews with applicants.

Contacts supervisors and co-workers of applicants, unlisted employment and personal references, neighbors and landlords.

Uses a computer to complete standard, formatted Background Investigation Reports in strict and complete accordance with provided instructions.

Provides verification, clarification and elaboration of applicant files and data.

Makes serious attempts to verify all negative or derogatory information gained in investigations.

Maintains the confidentiality of all investigations, including all applicant file contents, investigation working documents and reports and forwards these materials to the Commission at the conclusion of investigations.

Reports any issues of concern at any point in investigations to the Commission Executive Director or other designated employee. A determination will be made by the Board of Commissioners of the final outcome of all applicants under review for placement on an eligible register for employment consideration by the Manager of Safety.

Performs other related duties as assigned or requested.

---

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.

---

## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

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

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

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

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

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

**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.

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

**Memory** - Recalls information that has been presented previously.

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

**Creative Thinking** - Uses imagination to develop new insights into situations, applies innovative solutions to problems, and designs new method where established methods and procedures are inapplicable or are unavailable.

Knowledge of investigation techniques sufficient to be able to conduct comprehensive investigations.

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

**Physical Demands** (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Sitting: remaining on one's feet in an upright position.

Lifting: raising or lowering an object from one level to another.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Pushing: exerting force upon an object, usually by hand, arm, or shoulder.

Pulling: exerting force on an object so that it is moving to the person.

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

Fingering: picking, pinching, or otherwise working with fingers.

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

Hearing: perceiving the nature of sounds by the ear.

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

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

Subject to long irregular hours.

Subject to varying and unpredictable situations.

Pressure due to lengthy interviews and interrogations.

### ***Education Requirement:***

Graduation from high school or the possession of a GED Certificate.

### ***Experience Requirement:***

Two years of previous background investigation experience.

**Education/Experience Equivalency:**

None

**Licensure and/or Certification:**

Possession of a valid driver's license at the time of application.

Must obtain and maintain Denver Department of Safety Special Police Authority at the time that it is requested, as part of the selection process.

By position, possession of Police Officer Standard Training (POST) certification at the time of application.

**CLASS DETAIL**

**FLSA CODE:** Non-Exempt

**ESTABLISHED DATE:** 09/01/1998

**REVISED DATE:** 06/10/2007  
09/09/2007  
10/31/2010

**REVISED BY:** 06/2007 Hameed Pousti  
09/2007 Hameed Pousti  
10/31/2010 Paul Wiberg

**CLASS HISTORY**

05/16/2002 – Class specification was revised. 06/10/2007 – Class title was changed to "Criminal/Civil Investigator" from "Civil/Criminal Investigator". This change made this class title consistent with the titles on the "Senior Criminal/Civil Investigator" and the "Criminal/Civil Investigator Specialist". 09/09/2007 – Class title was changed from "Criminal/Civil Investigator" to "Investigations Technician" in compliance with the state statute, (16-2.5-133 C.R.S.). 10/2010 – The *General Statement of Class Duties* and *Essential Duties* sections were re-written to describe the work actually assigned to positions in this class. Correspondingly, the *Minimum Qualifications* section was also revised to reflect the actual requirements of this work.

(Revised Date – 5/11/2009)