



Career Service Authority
Investigations Technician

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GENERAL STATEMENT OF CLASS DUTIES

Performs standard/intermediate level investigative work including assisting in conducting comprehensive investigations of a criminal/civil cases and making preliminary determination regarding jurisdictional authority and specific statutory violations.

DISTINGUISHING CHARACTERISTICS

The Investigations Technician performs standard/intermediate level criminal/civil investigation work. This class is distinguished from the Senior Criminal/Civil Investigator, which performs full performance/journey level criminal/civil investigation work. The Investigations Technician is also distinguished from the Criminal/Civil Investigator Specialist, in which the incumbent investigates complex criminal/civil matters for attorneys requiring specialized knowledge and expertise in forensic financial analysis or computer forensic analysis.

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 without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communications and Purpose:

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

Level of Supervision Exercised:

By position, performs lead work.

ESSENTIAL DUTIES

Reviews case materials regarding allegations, regulations, and pertinent laws to determine potential violations of regulations or criminal/civil laws.

Determines necessary research, gathers, evaluates and preserves evidence to support claims of illegal actions.

Performs investigations primarily comprised of documentation research, analyzes medical records, and compiles other records such as the collection of motor vehicle records, investment and bank statements, various federal records, and other pertinent documents to determine the presence/absence of criminal/civil activities.

Maintains case files and prepares investigation reports with recommendations for submission to the prosecuting attorney for prosecution of criminal/civil charges.

Testifies/delivers testimony as an advisory witness in administrative hearings and criminal/civil court proceedings.

Establishes and maintains effective working relationships with public and private entities and may contribute to other investigations being conducted by other jurisdictions.

By position, performs surveillance, locates and interviews victims, witnesses, and suspects, and may conduct interrogations in accordance with department policies and legal requirements.

By position, investigates claims against the City, determines the City's liability, and recommends an amount for settlement with the claimant.

By position, prepares court exhibits.

By position, prepares affidavits for arrest warrants, search warrants, and subpoenas; and may serve parties involved in legal actions.

By position, assigns work to support staff, trains new staff members, and provides performance feedback.

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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, Knowledge & Skills:

Interpretation - Skill in interpreting and applying written guidelines, precedents, and work practices to standardized work situations and specific cases.

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.

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.

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

Oral Communications - 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.

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.

Legal Government and Jurisprudence - Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

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.

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

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.

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

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.

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

Decision Making - Makes sound, well informed and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish organizational goals, and causes change.

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, and demonstrates responsible behavior.

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

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.

Learning - Uses efficient learning techniques to acquire and apply new knowledge and skills and uses training, feedback, or other opportunities for self-learning and development.

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:

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:

Makes home visits.

Pressure due to multiple calls and inquiries

Subject to long irregular hours.

Subject to varying and unpredictable situations.

Subject to many interruptions.

Pressure due to lengthy interviews and interrogations.

Education Requirement:

Baccalaureate Degree in Business, Public Administration, Criminal Justice, Corrections, Psychology, Sociology, or a related field.

Experience Requirement:

One year of experience conducting comprehensive investigations of civil or criminal cases.

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure and/or Certification:

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

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/01/1998

REVISED DATE: 9/9/2007

REVISED BY: hp

CLASS HISTORY

5/16/2002 – Class specification was revised.

6/10/2007 – 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".

9/9/2007 – Class title was changed from "Criminal/Civil Investigator" to "Investigations Technician" in compliance with the state statute, (16-2.5-133 C.R.S.).