

INVESTIGATOR II

NATURE AND VARIETY OF WORK

This is full-performance level, professional inspectional and investigative work designed to evaluate, prepare, process and defend complaints/cases of criminal, unfair, deceptive practices, and violations of County, State, and Federal laws administered by the agency to which assigned. Incumbents are responsible for generating accurate, complete, and comprehensive information required to conciliate/mediate complaints or to prepare cases for judicial action/consideration. A significant aspect of the work involves extensive and critical contacts with the general public, property owners, agents, attorneys, consumers, business people, and other investigative agencies. At this level, work involves responsibility for the efficient processing of confidential and sensitive cases from their initial inception to their ultimate resolution. Work is performed under general supervision of higher level investigators in accordance with established agency policies, procedures, and regulations.

EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Performs the full range of assignments characteristic of the II level.

Screens/responds to incoming calls from complainants, respondents, attorneys, and the general public in order to identify/determine the validity of complaints received; to provide assistance/education to the caller; to obtain/gather information regarding specific cases; and/or refers calls to other agencies for assistance.

Researches and extracts information from case files in order to investigate criminal warrants.

Conducts fact-finding interviews/conferences among complainants, witnesses, law enforcement officers, respondents, and/or their representatives in order to allow parties an opportunity to address the complaint; and to obtain relevant information that will serve as a basis to mediate/conciliate/resolve the complaint; or to prosecute a case.

Evaluates statements/testimony obtained from individuals to determine their ability as witnesses; determines if complaints/cases should proceed or Nolle Prossed.

Gathers/obtains relevant information and data through approved agency techniques/procedures (e.g., interviews, direct observation, on-site field visits, research of records and documents) as part of the investigative process which will assist in the resolution of complaints/cases in accordance with established codes, policies, and procedures.

Conducts surveillance of properties/business establishments in order to assist in determining the validity of complaints by observing/monitoring the practices, operations, and

activities of businesses and/or their surroundings.

Reviews/assimilates/evaluates information and data in order to determine the validity of complaints; and to provide recommendations/ justification for appropriate actions designed to resolve cases in accordance with established codes, laws, policies, and procedures.

Confers with/coordinates actions among complainants, witnesses, respondents, and their representatives and other agencies in order to coordinate actions that will resolve and gain compliance with applicable County, federal laws, and established policies and procedures.

Mediates/conciliates complaints between parties (complainant, respondent) as a neutral third party in order to resolve the specific aspects of a case in accordance with applicable County, State and Federal laws, and established policies, procedures, and regulations.

Maintains accurate, complete, and retrievable records, data, statistics, and documentation for inclusion in reports or to provide information for potential use at hearings or in court.

Serves summonses/statement of charges on defendants in order to bring cases to administrative hearings as part of an effort to resolve complaints in accordance with established codes, laws, and policies.

Prepares and submits written correspondence/documents (drafts, statement of charges, findings of fact, orders, consent agreements, assurances of discontinuance, and other documents) in order to resolve cases or to promote/accomplish goals, missions, and objectives in order to resolve cases characteristic of the agency.

Testifies at hearings/in court in order to provide pertinent evidence/information/testimony regarding the review/adjudication of code violation cases.

Makes public presentations to groups in order to promote education, information and awareness of the agency's missions, goals, and objectives.

Assists in the training of lower level investigators.

Assumes the duties and responsibilities of the supervisor in their absence in order to handle the daily activities of the division/bureau.

Willingly and cooperatively performs tasks and duties which may not be specifically listed in the class specification or position description, but which are within the general occupational category and responsibility level typically associated with the employee's class of work.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of methods, techniques, and procedures characteristic of investigative work.

Knowledge of codes, ordinances, and standards pertaining to the area to which assigned.

Knowledge of methods, techniques, and procedures associated with interviewing and taking statements.

Ability to analyze and evaluate information collected in the course of an investigation.

Ability to handle investigations and negotiations with tact, resourcefulness and good judgment.

Ability to prepare clear and complete reports of investigations and to make recommendations on courses of action.

Ability to operate a motor vehicle.

Ability to establish and maintain effective working relationships with co-workers, agency representatives, the general public, property owners, agents, tenants, elected officials, operators, attorneys, and others.

MINIMUM QUALIFICATIONS

Bachelor's Degree in programs involving investigative and social relations skills such as criminology, law enforcement, business or public administration, one of the social sciences or related fields; plus experience which has provided the required knowledges, skills and abilities to perform at the Investigator II level; or an equivalent combination of education and experience which provides the required knowledges, skills and abilities.

CONDITION OF EMPLOYMENT

A valid Maryland State driver's license is required upon appointment.

REVISED: CB-108-1985

REVISED: CB-52-1989