

**Department of Consumer
Affairs Position Duty Statement**
HR-41a (Revised 7/2015)

Classification Title	Board/Bureau/Division
Special Investigator (Non-Peace Officer)	Division of Investigation (DOI)
Working Title	Office/Unit/Section / Geographic Location
Special Investigator	Investigation and Enforcement Unit Central Valley Field Office
Position Number	Name and Effective Date
612-170-8612-907	

General Statement

Under the direction of the Supervising Investigator I, within the Investigation and Enforcement Unit (IEU), the Division of Investigation (DOI), the incumbent independently conducts diverse administrative, civil, and/or criminal investigations against the vocational and professional licensees of the boards and bureaus within the Department of Consumer Affairs (DCA). Incumbents may work independently or with a group of investigators, in executing a lawful and thorough investigations of alleged violations and pursue cases for administrative prosecution where applicable. Specific duties include, but are not limited to, the following:

A. Specific Assignments

55% Administrative and Civil Investigations (E)
(Driving, sitting, balance and carrying required)

Examines a variety of records and information to detect, secure or verify suspected administrative or criminal violations and violators of the laws, rules and regulations that govern licensees of the boards and bureaus within the Department of Consumer Affairs. **(20%)**

Identifies, gathers, assembles, evaluates, and preserves statements, affidavits, and other evidence for use in administrative legal action. Logs evidence. **(15%)**

Locates accused persons and witnesses. Serves subpoenas, consumer notices and other legal papers/documents. Interviews complainants, witnesses, licensees, and professional experts face-to-face to collect, analyze and evaluate testimony. **(10%)**

Contacts and interviews individuals and representatives of business or governmental organizations; interprets and explains business and professions code when necessary. Confers and cooperates with federal, state, and local law enforcement agencies regarding investigations. **(10%)**

35% Investigative Reports (Sitting required) (E)

Prepares concise, detailed reports of the events of the investigation, which include documented evidence, statements from witnesses and a general synopsis to ensure the findings are fully supported by the facts and other evidence.

5% Administrative (Sitting required) (E)

Prepares and performs internal administrative functions such as daily and monthly activity reports. Prepares various investigative correspondence.

5% Case Preparation and Prosecution (Driving, sitting, and carrying required) (E)

Assists prosecutors in preparing and presenting cases and testifies in administrative hearings and/or criminal proceedings.

- B. Supervision Received
The incumbent (non-peace officer) reports directly to and receives assignments from the Supervising Investigator I.
- C. Supervision Exercised
None.
- D. Administrative Responsibility
None.
- E. Personal Contacts
Frequent contact with the Supervising Investigator I, enforcement personnel, investigators, and office staff. Frequent contact with DCA licensees and/or their legal representatives, the general public as subjects, complainants or witnesses, Deputy Attorneys General, and/or the District Attorney responsible for prosecuting cases filed against licensees. Occasional to frequent contact with other administrative and criminal justice agencies at the county, city, state, and federal levels.
- F. Actions and Consequences
Failure to complete assigned casework in a timely manner, or inefficiency in conducting investigations, may result in significant patient harm and death. An inadequate investigation may result in allowing a violation of the law to go undetected or unpunished. All of the cases being investigated affect the health and safety of consumers.
- G. Functional Requirements
The incumbent is required to work 40 hours per week both indoors and outdoors, depending on the situation the incumbent is involved in, at any given time. While indoors, the temperature and humidity are reasonably controlled, but while out of doors, the incumbent is exposed to climatic conditions. The incumbent may be exposed to dust and fumes. The incumbent may occasionally be exposed to toxic materials or have contact with persons believed to have tuberculosis, infectious hepatitis, or other contagious disease. There is a reasonable expectation of contact with blood-borne pathogens or other potentially infectious materials or chemicals. Additionally, the incumbent will be sitting, standing, walking, driving, and carrying up to 25 pounds in the performance of duties and responsibilities.
- H. Other Information
Administrative, civil, and criminal cases may include malpractice, civil settlements (B&P Code 801), unprofessional treatment/care, quality of care, advertising violations, exceeding the scope of practice and conduct outside the practice setting which may constitute unprofessional conduct. The incumbent routinely works with sensitive and confidential issues and/or materials, which may include sexually explicit materials and graphic medical procedures, such as autopsies. The incumbent is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive investigative matters at all times. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation. On occasion, work odd or irregular hours. The incumbent is required to maintain regular and consistent attendance; report to work on time; work their full day and work under changing priorities and deadlines.

In addition, the incumbent is required to dress and act professionally, work cooperatively with others, and exhibit courteous behavior towards coworkers and the public. Knowledge

and proficiency in the use of personal computers and standard office software is required. A valid California driver license is required.

The incumbent shall participate in Department of Motor Vehicle's (DMV) Employer Pull Notice Program (EPN), which is a process for providing the Department with a report showing the driver's current public record as recorded by DMV, and any subsequent convictions, failures to appear, accidents, driver's license suspensions, driver's license revocations, or any other actions taken against the driving privilege or license, added to the driver's DMV record

Title 11, section 703 (d) of the California Code of Regulations required criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance with DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program materials at all times.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature _____ Date _____

Employee's Printed Name _____

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature _____ Date _____

Supervisor's Printed Name _____ Date _____