Department of Consumer Affairs
Position Duty Statement
HR-041 (New 07/2015)

Classification Title Special Investigator	**Board/Bureau/Division** Dental Board of California
Working Title Special Investigator	**Office/Unit /Section/ Geographic Location** Enforcement/Orange
Position Number **624-110-8612-003**	**Name and Effective Date**

General Statement: Under the direction of the Supervising Special Investigator I (SSI I), (non-peace officer), the Special Investigator (SI) (non-peace officer), conducts diverse administrative and civil investigations against the professional (or vocational) licensees of the Dental Board of California (DBC), Department of Consumer Affairs. Incumbents may work independently or with a group of investigators (sworn or non-sworn), in executing a lawful and thorough investigation of alleged violations and pursue cases for prosecution or hearing where applicable. Specific duties include, but are not limited to, the following:

A. Specific Assignments

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

- Examines a variety of records and information to detect, secure or verify suspected administrative violations and violators of the laws, rules and regulations that govern the DBC's Dental Practice Act. (20%)
- Identifies, gathers, assembles, evaluates, and preserves statements, affidavits and other evidence for use in administrative legal action. (15%)
- Locates accused persons and witnesses. 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. (5%) Serves subpoenas, consumer notices and other legal papers. Logs evidence; confers and cooperates with federal, state, and local law enforcement agencies on investigations. (5%)

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, weekly, monthly, and quarterly activity reports and mileage logs. 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.

B. Supervision Received

The Special Investigator reports directly to and receives assignments from the SSI I; However, assignments and direction may come from a designated lead or higher-level management.

C. Supervision Exercised

None.

D. Administrative Responsibility

Prepares internal reports and correspondence.

E. Personal Contacts

Contact with SSI I or lead person and other employees in the office each day the employee is working. Frequent contact with Dental Board of California licensees and the general public as subjects, complainants or witnesses. Occasional to frequent contact with Division of Investigation (DOI) and other administrative 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 or death, or may delay licensing, which costs the Dental Board of California licensing fees and income for a person who cannot be licensed until the investigation is completed. An inadequate investigation may result in allowing a violation of the law (administrative) to go undetected or unpunished. All of the cases being investigated affect the health and safety of consumers.

G. Functional Requirements

The incumbent works 40 hours per week both indoors and outdoors, depending on the situation he or she is involved in, at any given time. While indoors, the temperature and humidity are reasonably controlled, but while outdoors, the employee is exposed to climatic conditions. The employee may be exposed to dust and fumes. The employee may occasionally be exposed to toxic materials or have contact with persons believed to have a contagious disease. There is a reasonable expectation of contact with blood-borne pathogens, or bodily fluids, or other potentially infectious materials or chemicals. Occasional to frequent sitting, standing, walking, driving, and carrying up to 25 pounds is required.

H. Other Information

Administrative and Civil cases may include malpractice, civil settlements (801 B&P), and unprofessional treatment/care where physical harm that occurred is not considered criminal (intentional vs. negligence), quality of care, Moscone/Knox, failure to successfully complete a substance abuse program (beyond criminal statute of limitations), advertising violations, or lapsed license issues. The employee routinely works with sensitive and confidential issues and/or materials, which may include sexually explicit materials and graphic medical procedures, such as autopsies. The employee 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; and on occasion, in odd or irregular hours. The employee is required to maintain regular and consistent attendance; report to work on time; work his/her full day and work under changing priorities and deadlines. In addition, the employee 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 desired. A valid California driver license is required.

The incumbent must possess a valid California driver's license, a good driving record, and is expected to drive vehicles safely. The incumbent shall participate in DMV's 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 the 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.

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.

Criminal Offender Record Information (CORI)
Title 11, section 703 (d) of the California Code of Regulations requires 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 to 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 matters at all times.

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 _____

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

_____
Printed Name

(Revised: 09/2026)