### STATE OF OHIO ATTORNEY GENERAL **CLASSIFICATION SPECIFICATION**

CLASSIFICATION SERIES	SERIES NUMBER
Consumer Protection Investigator	2633AG
MAJOR AGENCIES	EFFECTIVE
Attorney General Only	04/02/2006

<u>SERIES PURPOSE</u>
The purpose of the consumer protection investigator occupation is to investigate consumer fraud and prepare cases for criminal and civil or other enforcement actions in order to protect Ohio consumers against fraudulent and unscrupulous suppliers/persons.

At the lower levels, incumbents learn to and assist higher-level investigators in conducting investigations or investigate consumer complaints and assist legal staff in preparing cases for civil litigation and/or criminal prosecution.

At the third level, incumbents independently investigate consumer fraud and prepare cases for civil litigation and/or criminal prosecution.

At the supervisory levels, incumbents act as supervisor over consumer protection investigative staff and plan and coordinate unit activities.

Note: This classification series is restricted for use by Office of the Attorney General only.

**CLASS TITLE CLASS NUMBER PAY RANGE EFFECTIVE** Consumer Protection Investigator 1 26331AG 11 04/02/2006

### **CLASS CONCEPT**

The developmental level class works under general supervision & requires working knowledge of consumer protection laws & rules & related federal & state regulations, investigation practices & techniques & case preparation in order to assist higher-level consumer protection investigators & learn to investigate consumer fraud & prepare cases for civil litigation &/or criminal prosecution.

**CLASS TITLE CLASS NUMBER EFFECTIVE** Consumer Protection Investigator 2 04/02/2006 26332AG 12

### **CLASS CONCEPT**

The full performance level class works under direction & requires considerable knowledge of consumer protection laws & rules & related federal & state regulations, investigation practices & techniques & case preparation in order to investigate consumer fraud & prepare cases for civil litigation &/or criminal prosecution.

**CLASS TITLE CLASS NUMBER PAY RANGE EFFECTIVE** Consumer Protection Investigator 3 26333AG 04/02/2006

### **CLASS CONCEPT**

The advanced level class works under direction & requires thorough knowledge of consumer protection laws & rules & related federal & state regulations, investigation practices & techniques & case preparation in order to independently investigate consumer fraud & prepare cases for civil litigation &/or criminal prosecution.

**CLASS TITLE CLASS NUMBER EFFECTIVE** Consumer Protection Investigation 26335AG 04/02/2006 Supervisor

#### **CLASS CONCEPT**

The first supervisory level class works under general direction & requires thorough knowledge of consumer protection laws & rules & related federal & state regulations, investigation practices & techniques & case preparation in order to supervise lower-level consumer protection investigators & assist chief investigator.

CLASS TITLECLASS NUMBERPAY RANGEEFFECTIVEConsumer Protection Chief Investigator26336AG1504/02/2006

### **CLASS CONCEPT**

The second supervisory level class works under general direction & requires extensive knowledge of consumer protection laws & rules & related federal & state regulations, investigation practices & techniques & case preparation in order to plan & coordinate activities of work unit & supervise consumer protection investigation supervisors.

CLASS TITLE	<b>CLASS NUMBER</b>	<u>B. U.</u>	<b>EFFECTIVE</b>	PAY RANGE
Consumer Protection Investigator 1	26331AG	47	04/02/2006	11

### <u>JOB DUTIES IN ORDER OF IMPORTANCE</u> (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Learns to conduct & assists higher-level consumer protection investigators in conducting covert & overt investigations of consumer fraud for criminal & civil prosecution (e.g., conducts on-site, computer, database, telephone &/or internet searches; locates & interviews witnesses, victims, suppliers, informants & suspects; collects, inventories, examines, evaluates & preserves evidence; conducts surveillance of suspected targets; assumes covert identities, infiltrates supplier operations, telemarketing boiler rooms, pyramid schemes & other criminal & civil environments) & planning, executing & coordinating investigative activities with federal, state, &/or local law enforcement agencies (e.g., assists prosecutors in conducting depositions & drafting interrogatories, requests for documents; prepares affidavits for & executes search warrants in conjunction with law enforcement officers; coordinates trial preparation; prepares witnesses, obtains witness statements & affidavits; prepares summaries & exhibits; calculates victim damages & develops settlement options; prepares & serves subpoenas; testifies at administrative & court hearings, criminal & civil trials & before grand juries).

Reviews, analyzes & correlates case documentation; prepares & maintains case logs, investigative reports, summaries & case recommendations.

Participates in inter-office & multi-agency task force & work groups; presents consumer education information to public & private groups & enforcement agencies; participates in investigative workshops, conferences & training.

#### **MAJOR WORKER CHARACTERISTICS**

Knowledge of Ohio consumer protection laws & rules & related federal & state regulations (e.g., Federal Trade Commission rules & regulations; criminal theft statutes; local ordinances; Department of Agriculture statutes; Ohio rules of criminal & civil procedure; Ohio rules of evidence; Ohio Attorney General policy & procedure manual)\*; public relations; interviewing; case preparation\*; criminal &/or civil investigation practices & techniques\*. Skill in use of video display terminal, telephone & undercover recording equipment, camera, video cassette recorder, audio-visual equipment, photocopier & microfiche\*. Ability to evaluate & investigate supplier's business activity to determine non-compliance & recommend appropriate course of action; prepare & maintain accurate & concise investigative & legal documents; handle routine & sensitive inquiries from & contacts with law enforcement & legal personnel, general public, complainant, witnesses & potential defendants.

(\*)Developed after employment.

#### MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

3 yrs. exp. as Consumer Complaint Specialist 1, 26351AG; must be able to provide own transportation.

- -Or completion of undergraduate core course work in criminology, criminal justice or other comparable field of study; 3 yrs. exp. or trg. in criminal &/or civil investigative procedures; must be able to provide own transportation.
- -Or equivalent of Minimum Class Qualifications For Employment noted above.

### TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT Not applicable.

### **UNUSUAL WORKING CONDITIONS**

Requires travel; requires undercover assignments & surveillance; may be wired during investigations; may work weekends or work additional hours as operational needs dictate; may be exposed to threatening or volatile situations.

CLASS TITLE	CLASS NUMBER	<u>B. U.</u>	EFFECTIVE	PAY RANGE
Consumer Protection Investigator 2	26332AG	47	04/02/2006	12

## JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Conducts covert & overt investigations of consumer fraud for criminal & civil prosecution (e.g., conducts on-site, computer, database, telephone &/or internet searches; locates & interviews witnesses, victims, suppliers, informants & suspects; collects, inventories, examines evaluates & preserves evidence; conducts surveillance of suspected targets; assumes covert identities, infiltrates supplier operations, telemarketing boiler rooms, pyramid schemes & other criminal & civil environments) & plans, executes & coordinates investigative activities with federal, state &/or local law enforcement agencies (e.g., assists prosecutors in conducting depositions & drafting interrogatories, requests for admission & other litigation documents; prepares affidavits for & executes search warrants in conjunction with law enforcement officers; coordinates trial preparation; prepares witnesses, obtains witness statements & affidavits; prepares evidence charts, summaries & exhibits; calculates victim damages & develops settlement options; prepares & serves subpoenas; testifies at administrative & court hearings, criminal & civil trials & before grand juries).

Reviews, analyzes & correlates case documentation; prepares & maintains case logs, investigative reports, summaries & case recommendations; advises & directs lower-level investigators during investigations as assigned.

Facilitates & participates in inter-office & multi-agency task force & work groups presents consumer education information to public & private groups & enforcement agencies; participates in investigative workshops, conferences & training.

### **MAJOR WORKER CHARACTERISTICS**

Knowledge of Ohio consumer protection laws & rules & related federal & state regulations (e.g., Federal Trade Commission rules & regulations; criminal theft statutes; local ordinances; Department of Agriculture statutes; Ohio rules of criminal & civil procedure; Ohio rules of evidence; Ohio Attorney General policy & procedures manual)\*; public relations; interviewing; case preparation; investigation practices & techniques. Skill in use of video display terminal, telephone & undercover recording equipment, camera, video cassette recorder, audio-visual equipment, photocopier & microfiche\*. Ability to evaluate & investigate supplier's business activity to determine non-compliance & recommend appropriate course of action; prepare & maintain accurate & concise investigative & legal documents; handle routine & sensitive inquiries from & contacts with law enforcement & legal personnel, general public, complainant, witnesses & possible violators.

(\*)Developed after employment.

### MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

2 yrs. exp. as Consumer Protection Investigator 1, 26331AG; must be able to provide own transportation.

- -Or completion of undergraduate core course work in criminology, criminal justice or other comparable field of study; 4 yrs. exp. or trg. in criminal &/or civil investigative procedures; must be able to provide own transportation.
- -Or equivalent of Minimum Class Qualifications For Employment noted above.

### TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT Requires travel.

### **UNUSUAL WORKING CONDITIONS**

Requires travel; requires undercover assignments & surveillance; may be wired during investigations; may work weekends or work additional hours as operational needs dictate; may be exposed to threatening or volatile situations.

CLASS TITLE	CLASS NUMBER	<u>B. U.</u>	<b>EFFECTIVE</b>	PAY RANGE
Consumer Protection Investigator 3	26333AG	47	04/02/2006	13

### <u>JOB DUTIES IN ORDER OF IMPORTANCE</u> (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Independently investigates consumer fraud & prepare cases for civil litigation &/or criminal prosecution (e.g., conducts onsite computer, database, telephonic &/or internet searches, researches inquiries from public, private, governmental, law enforcement &/or industry related sources; locates & interviews witnesses, victims, suppliers, informants & potential defendants in controlled &/or uncontrolled settings; collects, inventories, examines, evaluates & preserves evidence, prepares & executes sworn statements & affidavits, reviews, analyzes & correlates case documentation & prepares & maintains case logs, investigative reports, summaries & case recommendations.

Performs covert investigations of suppliers (e.g., conducts surveillance of suspected targets; infiltrates supplier operations); plans, executes & coordinates investigative activities with appropriate federal, state &/or local law enforcement agencies; serves as liaison with administrative, regulatory &/or industry-related agencies; advises & directs lower-level investigators during investigations as assigned.

Facilitates & participates in inter-office & multi-agency task force & work groups; conducts non-docketed special investigative projects as assigned; presents consumer education to public & private groups & enforcement agencies; participates in investigative workshops, conferences & training.

Prepares & serves subpoenas; executes search warrants & attachment orders in conjunction with law enforcement; testifies at grand juries, trials & court & administrative hearings; assists prosecutors in conducting depositions & drafting interrogatories, requests for admissions & other litigation documentation; coordinates trial preparation (e.g., identifies & prepares lay & expert witnesses; prepares evidence, charts, summaries & exhibits; calculates victim damages & develops equitable settlement options.

#### **MAJOR WORKER CHARACTERISTICS**

Knowledge of Ohio consumer protection laws & rules & related federal & state regulations (e.g., Consumer Sales Practices Act & substantive rules; Ohio Credit Services Organizations Act; Odometer Rollback & Disclosures Act; Federal Telemarketing Act; Federal Trade Commission rules & regulations; criminal theft statutes; local ordinances; Department of Agriculture statutes; Ohio rules of criminal & civil procedure; Ohio rules of evidence; Ohio Attorney General policies & procedures manual)\*; public relations; interviewing; case preparation; investigation practices & procedures. Skill in use of video display terminal, telephone & undercover recording equipment, camera, video cassette recorder, audio-visual equipment, photocopier & microfiche\*. Ability to prepare & maintain accurate & concise investigative & legal documents; define problems, collect data, establish facts & draw valid conclusions; prepare meaningful, concise & accurate reports; handle routine & sensitive inquiries from & contacts with law enforcement & legal personnel, general public, complainant, witnesses & possible violators.

(\*)Developed after employment.

#### MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Completion of undergraduate core course work in criminology, criminal justice or comparable field; 5 yrs. exp. in criminal &/or civil investigative procedures; must be able to provide own transportation.

- -Or 24 mos. exp. as Consumer Protection Investigator 2, 26332AG; must be able to provide own transportation.
- -Or equivalent of Minimum Class Qualifications For Employment noted above.

### TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT Not applicable.

#### **UNUSUAL WORKING CONDITIONS**

Requires travel; requires undercover assignment & surveillance; may be wired during investigations; may work weekends or work additional hours as operational needs dictate; may be exposed to threatening or volatile situations.

CLASS TITLE	CLASS NUMBER	<u>B. U.</u>	<b>EFFECTIVE</b>	PAY RANGE
Consumer Protection Investigation Supervisor	26335AG	47	04/02/2006	14

### JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Supervises consumer protection investigators in all aspects of investigations, reviews performance of daily tasks & case documentation for completeness & accuracy, interviews prospective investigators, & assists chief investigator in development of investigative techniques, policy, procedure & unit planning & coordination.

Serves as liaison with federal & state regulatory agencies (e.g., obtains information to assess cases for resources, manpower & commitment of investigative assistance; facilitates civil &/or criminal investigative assignments).

Assists chief investigator in evaluations, disciplinary actions & interviewing applicants for investigative positions within unit; assesses equipment needs; attends management meetings.

Provides training to lower-level investigators regarding civil &/or criminal investigation strategies & techniques; assists chief investigator in implementing training programs; assists lower-level investigators in civil &/or criminal investigations &/or casework; conducts field investigations of consumer fraud cases.

### **MAJOR WORKER CHARACTERISTICS**

Knowledge of employee training & development; supervisory principles/techniques\*; Ohio consumer laws & rules & related federal & state regulations (e.g., Federal Trade Commission rules & regulations; criminal theft statutes; local ordinances; Department of Agriculture statutes; Ohio rules of criminal & civil procedure; Ohio rules of evidence; Ohio Attorney General policy & procedure manual)\*; public relations; interviewing; case preparation; investigation practices & procedures. Skill in use of video display terminal, telephone & undercover recording equipment, camera, video cassette recorder, audio-visual equipment, photocopier & microfiche\*. Ability to evaluate & investigate supplier business activity to determine non-compliance & recommend appropriate course of action; prepare & maintain accurate & concise investigative & legal documents; handle routine & sensitive inquiries from & contacts with law enforcement & legal personnel, general public, complainant, witnesses & possible violators.

(\*)Developed after employment.

#### MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Completion of undergraduate core course work in criminology, criminal justice or comparable field; 6 yrs exp. in criminal &/or civil investigative procedures; must be able to provide own transportation.

- -Or 24 mos. exp. as Consumer Protection Investigator 3, 26333AG; must be able to provide own transportation.
- -Or equivalent of Minimum Class Qualifications For Employment noted above.

### TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT Not applicable.

### **UNUSUAL WORKING CONDITIONS**

Requires travel; requires undercover assignment & surveillance; may be wired during investigations; may work weekends or work additional hours as operational needs dictate; may be exposed to threatening or volatile situations.

CLASS TITLE	CLASS NUMBER	B. U.	<b>EFFECTIVE</b>	PAY RANGE
Consumer Protection Chief Investigator	26336AG	47	04/02/2006	15

# JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Plans & coordinates activities of consumer protection division (i.e., consists of multiple locations statewide) (e.g., meets with individual attorneys & investigators to discuss cases, legal issues, office policy, investigations & legislation; reviews completed investigative reports for completeness, need for additional investigation/documentation, accuracy & recommendations & evaluations for approval/disapproval; directs preparation &/or review of & oversees maintenance of confidential records & reports (e.g., investigative reports, financial reports, criminal history records & reports, bank records, telephone records, disciplinary records, performance records & task force assignments), assigns cases to investigators; makes recommendations to supervisor as to which preliminary investigations need attorneys assigned; oversees on-going investigator training; makes recommendations concerning personnel actions), develops & implements unit policy (e.g., enforcement strategies, priorities, legislative initiatives, strategies for covert operations, standard operating procedures, investigative policy, procedures & protocol) & supervises consumer protection investigation supervisors.

Explains laws & regulations to business & consumer groups; represents section at meetings with other enforcement groups & at legislative & public hearings; confers with Attorney General as needed; attends staff meetings with higher-level officials within Office of Attorney General; assists investigators & attorneys in other departmental sections; oversees training of investigators from other state agencies with similar enforcement activities; testifies at hearings; delivers speeches concerning consumer protection issues to law enforcement & consumers groups; orders supplies & equipment.

#### **MAJOR WORKER CHARACTERISTICS**

Knowledge of employee training & development; supervisory principles/techniques; Ohio consumer laws & rules & related federal & state regulations (e.g., Federal Trade Commission rules & regulations; criminal theft statutes; local ordinances; Department of Agriculture statutes; Ohio rules of criminal & civil procedure; Ohio rules of evidence; Ohio Attorney General policy & procedure manual)\*; public relations; interviewing; case preparation; investigation practices & procedures. Skill in use of video display terminal\*. Ability to define problems, collect data, establish facts & draw valid conclusions; review & evaluate investigative reports, recommendations & evaluations for approval/disapproval; handle routine & sensitive inquiries from & contacts with government officials, business consumer groups & legal personnel; establish friendly atmosphere as supervisor.

(\*)Developed after employment.

### MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Completion of undergraduate core course work in criminology, criminal justice or comparable field; 8 yrs. exp. in criminal &/or civil investigative procedures; 2 yrs. exp. in supervision of investigative personnel; must be able to provide own transportation.

- -Or 24 mos. exp. as Consumer Protection Investigator Supervisor, 26335AG; must be able to provide own transportation.
- -Or equivalent of Minimum Class Qualifications For Employment noted above.

## TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT Not applicable.

### **UNUSUAL WORKING CONDITIONS**

Requires travel; may work weekends or work additional hours as operational needs dictate; may be exposed to threatening or volatile situations.