

STATE OF OHIO (DAS)CLASSIFICATION
SPECIFICATION**CLASSIFICATION SERIES:**

Investigator

SERIES NO.:

2621

MAJOR AGENCIES:

All Agencies Except Attorney General

EFFECTIVE DATE:

07/01/2006

SERIES PURPOSE:

The purpose of the investigator occupation is to conduct investigations of complaints, alleged fraud, financial & insurance resources of clients, service provider claims, possible criminal activity, possible employer violations of specific safety requirements resulting in workers' compensation claims, unclaimed funds &/or possible violations of state laws monitored by assigned operating agency or conduct investigations & special audits of state employees or state records.

At the lowest level, incumbents receive training in investigative procedures & techniques & laws & rules applicable to category of investigations for assigned agency & perform preliminary & routine investigative work.

At the middle level, incumbents independently conduct investigations of complaints & allegations for assigned agency.

At the top two levels, incumbents act as first & second line supervisors respectively.

CLASS TITLE

Investigator Assistant

CLASS NUMBER

26210

PAY RANGE

27

EFFECTIVE

01/09/2005

CLASS CONCEPT:

The entry level class works under immediate supervision & requires some knowledge of receipt, research & resolution of public complaints in order to receive training in investigative procedures & techniques & applicable laws & rules & conduct investigations to resolve basic complaints (i.e., excludes allegations of fraud) & to supplement investigative work being done by higher-level investigator.

CLASS TITLE

Investigator

CLASS NUMBER

26211

PAY RANGE

31

EFFECTIVE

07/01/2006

CLASS CONCEPT:

The full performance level class works under direction & requires considerable knowledge of investigative procedures & techniques & laws & rules applicable to assigned category of investigations in order to independently conduct investigations of complaints & allegations for assigned agency.

CLASS TITLE

Investigation Supervisor 1

CLASS NUMBER

26216

PAY RANGE

12

EFFECTIVE

10/04/1992

CLASS CONCEPT:

The first supervisory level class works under general direction & requires thorough knowledge of investigative procedures & techniques & laws & rules applicable to assigned category of investigations in order to supervise investigators or claims examiners (i.e., specifically assigned suspected fraudulent claims for review) assigned to one unit, section, district or regional office.

CLASS TITLE

Investigation Supervisor 2

CLASS NUMBER

26217

PAY RANGE

14

EFFECTIVE

12/15/1991

CLASS CONCEPT:

The second supervisory level class works under administrative direction & requires thorough knowledge of investigative procedures & techniques & laws & rules applicable to assigned category of investigations in order to plan & coordinate all investigative operations for one division or entire investigative program of assigned agency & supervise lower-level investigator supervisory personnel & secretarial support staff.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Investigator Assistant	26210	07	01/09/2005	27

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.)

Receives training in investigative procedures & techniques & laws & rules applicable to investigations handled by assigned agency & conducts investigations to resolve basic complaints (i.e., excludes allegations of fraud) & gathers preliminary data to supplement investigations being conducted by higher-level investigator (e.g., researches & studies records, reports & documents; verifies information given by parties; interviews parties or witnesses in-office or by telephone; conducts correspondence to request or verify information; gathers documentation & evidence).

Compiles & evaluates information gathered & prepares written report of findings &/or recommendations &/or submits preliminary information gathered to higher-level investigator.

MAJOR WORKER CHARACTERISTICS:

Knowledge of investigative practices & techniques*; laws & rules applicable to complaints & alleged violations under investigation*; case preparation*, interviewing; public relations. Ability to collect data, establish facts & draw conclusions concerning validity of complaints & prepare case evidence & documentation to supplement investigations; use proper research methods in gathering data; handle sensitive inquiries from & contacts with complainants, respondents, witnesses, alleged violators, government officials & co-workers.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

18 mos. trg. or 18 mos. exp. in receipt, research & resolution of public complaints involving possible violations of company/agency policies & procedures or state/federal laws & rules; valid driver's license.

-Or 12 mos. exp. as investigator/inspector (e.g., law enforcement officer, insurance investigator); valid driver's license.

-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 be exposed to hostile or violent persons.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Investigator	26211	07	07/01/2006	31

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.)

Independently conducts investigations of complaints & allegations for assigned agency (e.g., investigates claims of unethical &/or illegal behavior of licensed professionals such as psychologists, real estate agents, Certified Public Accountants, teachers or other specialized service providers; uses digital imagery, videos &/or photography to reconstruct workplace accident, injury &/or fatality scenes in order to determine cause & identify related violations; investigates retailer &/or customer lottery ticket fraud such as lost/stolen ticket claims, altered tickets &/or unusual or suspicious lottery terminal activity; receives complaints/allegations via telephone, in person or in writing; makes initial contact with complainant & respondent; analyzes complaint & makes preliminary determination as to agency jurisdiction & validity of complaint/allegation; conducts audio/visual surveillance & recording &/or undercover observation of suspects; interviews witnesses, complainants, respondents, suspects & other parties with possible information related to case; gathers & safeguards evidence, records & documentation; conducts background checks of suspects; serves as lead investigator on projects as assigned).

Conducts unannounced on-site inspections/audits to look for violations of State &/or Federal laws (e.g., licensure &/or registration requirements, unethical &/or illegal behavior, safety & health codes) & investigates any violations discovered; follows up with cases by monitoring compliance with disciplinary action plans (e.g., drug & alcohol screenings, completion of licensure requirements, continuing education credits or other terms of probation).

Prepares confidential investigation reports & recommendations, maintains files & records & confers with legal personnel (e.g., law enforcement agencies, Attorney General's office, prosecutors) in documenting & preparing cases for hearing, other resolution or filing of charges for prosecution; requests & serves subpoenas; testifies in administrative &/or criminal hearings; handles sensitive inquiries received via telephone, in writing, or in person from licensees, legal counsel, consumers & general public; assists in development of investigative policies, procedures & methods in accordance with related civil service laws; enters & maintains case information in tracking database; assists in training newer or lower-level investigative personnel.

MAJOR WORKER CHARACTERISTICS:

Knowledge of investigative practices & techniques; record keeping methods & procedures & preservation of evidence; agency, state &/or federal statutes, rules, regulations & procedures applicable to complaints & alleged violations under investigation*; Chapter 119 hearing process*; case preparation; interviewing; public relations; employee training & development*. Skill in operation of personal computer, laptop computer & related software; office equipment (e.g., photocopier, fax machine); use of surveillance equipment (e.g., digital camera; 35mm camera; audio/visual recording equipment); operation of motor vehicle; Ability to define problems, collect data, establish facts & draw conclusions concerning validity of complaints/allegations; prepare, accumulate & safeguard confidential case evidence & documentation & recommend final disposition consistent with findings; use proper research methods in gathering data; handle routine & sensitive inquiries from & contacts with complainants, respondents, witnesses, alleged violators, government officials & co-workers.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of associate core program in law enforcement, criminal justice or in academic field commensurate with program area to be assigned per approved Position Description on file; 12 mos. exp. conducting investigations &/or inspections; valid driver's license.

-Or 30 mos. trg. or 30 mos. exp. as Investigator Assistant, 26210 with experience corresponding to type of complaints & alleged violations appearing in job posting/approved position description; valid driver's license.

-Or 30 mos. trg. or 30 mos. investigative exp. with experience corresponding to type of complaints & alleged violations appearing in job posting/approved position description; valid driver's license.

-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 to include overnight stays; exposed to hostile, unpredictable &/or violent persons; may work weekends; may work flexible hours.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Investigation Supervisor 1	26216	EX	10/04/1992	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.)

Supervises investigators or claims examiners (i.e., claims examiners specifically assigned to review suspected fraudulent claims only) assigned to one unit, section, district office or regional office (e.g., plans, assigns & reviews work; interprets rules laws & regulations for staff; directs field assignments; conducts training; develops or participates in developing policies & procedures & implements same; reviews investigative reports to ensure legal compliance & completeness & determines final recommendation for disposition or need for additional data; monitors work of investigators in field; formulates & implements new or revised forms & reports to improve quality of information obtained & maintained; gathers & reviews statistical data concerning investigative activities to ensure operations are effective) & coordinates activities with other offices.

Participates in sensitive &/or complex investigations &/or cases involving court action; testifies in court when necessary; confers with legal, law enforcement & other departmental & governmental personnel concerning cases under investigation or criminal investigation; responds to inquiries.

MAJOR WORKER CHARACTERISTICS:

Knowledge of investigative practices & techniques; laws & rules applicable to complaints & alleged violations under investigation*; case preparation; interviewing; public relations; employee training & development; supervisory principles/techniques*. Ability to review & evaluate investigations completed by staff to recommend final disposition, need for additional work & legal compliance; use proper research in gathering data; prepare or edit policies & procedures; handle routine & sensitive inquiries from & contacts with complainants, respondents, witnesses, alleged violators, legal & law enforcement personnel & other government officials.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

2 yrs. investigation exp. with experience corresponding to type of complaints & alleged violations appearing in job posting/approved position description; valid driver's license.

-Or 3 yrs. trg. or 3 yrs. exp. as investigator where experience does not correspond with cases/complaints/allegations to be assigned; valid driver's license.

-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:

May work weekends & flexible hours; may have rotating days off; may be exposed to hostile or violent persons.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Investigation Supervisor 2	26217	EX	12/15/1991	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.)

Plans, coordinates & directs all investigative functions of assigned division or entire investigative program of assigned agency (e.g., develops & implements policies & procedures; trains or oversees training of staff in investigative procedures; meets with other divisions or agencies to coordinate investigative or prosecution activities; interviews applicants & makes recommendations for hire; prepares long range plans to include budget, equipment & personnel needs; reviews specific cases for final disposition) & supervises lower-level investigation supervisors & secretarial support personnel.

Handles special problems or highly sensitive investigations; testifies in court or hearings as necessary; prepares & maintains records & reports related to division/program activities.

MAJOR WORKER CHARACTERISTICS:

Knowledge of management;* budgeting*; investigative practices & techniques; laws & rules applicable to complaints & alleged violations under investigation*; case preparation; interviewing; public relations; employee training & development; supervisory principles/ techniques. Ability to review & evaluate investigations completed by staff to recommend final disposition, need for additional work & legal compliance; use proper research in gathering data; prepare or edit policies & procedures; handle routine & sensitive inquiries from & contacts with complainants; respondents, witnesses, alleged violators, legal & law enforcement personnel & other government officials.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

12 mos. exp. as Investigation Supervisor 1, 26216 with experience corresponding to type of complaints & alleged violations appearing in job posting/approved position description; valid driver's license.

-Or 4 yrs. trg. or 4 yrs. exp. as investigator where experience does not correspond with cases/complaints/allegations to be assigned; 12 mos. trg. or 12 mos. in supervisory principles/techniques; valid driver's license.

-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:

May work weekends; may require travel; may be exposed to hostile or violent persons.