



Office of Human Resources  
Investigations Technician - CL0360  
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### General Statement of Duties

Conducts various types of investigations within various city departments, which include, but are not limited to, inquiries regarding employment applicants' character, conduct, driving history, use of illegal drugs, employment history, criminal history, credit history and references.

### Distinguishing Characteristics

Investigations Technician performs standard investigation work for various department purposes. This class is distinguished from the Senior Criminal/Civil Investigator, which performs full performance level investigation work.

### Level of Supervision Exercised

By position, may perform lead work.

### Essential Duties

Conducts background investigations, which include, but are not limited to, inquiries regarding employment applicants' character, conduct, driving history, use of illegal drugs, employment history, criminal history, credit history and references.

Conducts required face-to-face interviews with applicants.

Contacts supervisors and co-workers of applicants, unlisted employment and personal references, neighbors and landlords.

Uses a computer to complete standard, formatted Background Investigation Reports in strict and complete accordance with provided instructions.

Provides verification, clarification and elaboration of applicant files and data.

Makes serious attempts to verify all negative or derogatory information gained in investigations.

Maintains the confidentiality of all investigations, including all applicant file contents, investigation working documents and reports and forwards these materials to the Commission at the conclusion of investigations.

Reports any issues of concern at any point in investigations to the Commission Executive Director or other designated employee. A determination will be made by the Board of Commissioners of the final outcome of all applicants under review for placement on an eligible register for employment consideration by the Manager of Safety.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### Competencies

Interpersonal Skills - Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, deals with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication – Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentation, listens to other, and attends to nonverbal cues.

Writing - Recognizes or uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner and produces written information which may include technical material that is appropriate for the intended audience.

Reading - Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Decision Making – Makes sound, well informed, and objective decisions, perceives the impact and implications of decisions, commits to action, even in uncertain situations, to accomplish organizational goals, causes change.

Problem Solving – Identifies problems, determines accuracy and relevance information, uses sound judgment to generate and evaluate alternatives, and to make recommendations.

### **Knowledge & Skills**

Skill in investigating and analyzing information relative to the work assignment.

Knowledge of investigation techniques sufficient to be able to conduct comprehensive investigations.

### **Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

### **Experience Requirement**

Two (2) years of previous background investigation experience.

### **Education & Experience Equivalency**

Additional appropriate education may be substituted for the minimum experience requirements.

### **Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

Must obtain and maintain Denver Department of Safety Special Police Authority at the time that it is requested, as part of the selection process.

By position, possession of Police Officer Standard Training (POST) certification at the time of application.

Licenses and certifications must be kept current as a condition of employment.

### **Working Environment**

Subject to long irregular hours.

Subject to varying and unpredictable situations.

Pressure due to lengthy interviews and interrogations.

### **Level of Physical Demand**

2-Light (10-20 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Sitting: remaining in the normal seated position. Standing: remaining on one's feet in an upright position.

Lifting: raising or lowering objects weighing no more than 20 pounds, from one level to another.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Pushing: exerting force upon an object, usually by hand, arm, or shoulder.

Pulling: exerting force on an object so that it is moving to the person.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Eye/hand/foot coordination: performing work through using two or more.

**Background Check Requirement**

Special Police Criminal Check

Employment Verification

Licenses/Certification

By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade:** L-620

**FLSA Code:** N

**Established Date:** 9/21/2018

**Established By:** LS

**Revised Date:**

**Revised By:**

**Class History:**