

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 50
Fiscal Year: 2016/2017
Posted Date: 05/01/2017
Reposted Date: N/A

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached.)

Item #	Job Code	Title
1	8124	Investigator, Department of Police Accountability
2	8126	Senior Investigator, Department of Police Accountability

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

For additional information regarding this proposed classification action, please contact Stephen Fu, Management Assistant, at (415) 701-5680 or by email at Stephen.Fu@sfgov.org.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: <http://www.sfgov3.org/index.aspx?page=328>.

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Operations
Micki Callahan, DHR
Michael Brown, CSC
Sandra Eng, CSC
Christopher Colandene, SFERS
Theresa Kao, Controller/ Budget Division
E-File

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

Title: Investigator, ~~Office of Citizen Complaints~~ Department of Police Accountability
Job Code: 8124

INTRODUCTION

Under supervision in the ~~Office of Citizen Complaints~~ **Department of Police Accountability**, performs professional-level investigative work in connection with complaints brought against sworn members of the Police Department by the public.

DISTINGUISHING FEATURES

Incumbents in this class are responsible for performing professional-level investigative work for the ~~Office of Citizen Complaints~~ **Department of Police Accountability** (OCCDPA) within the Police Department. This class is distinguished from class 8126 Senior Investigator, ~~Office of Citizen Complaints~~ **Department of Police Accountability**, in that incumbents in class 8126 oversee and/or directly perform the more difficult and sensitive investigations and supervise class 8124 Investigators.

SUPERVISION EXERCISED

None.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Receives complaints in person, by telephone, in writing and by other means; answers questions and provides information on the functions and procedures of the ~~Office of Citizen Complaints~~ **Department of Police Accountability** to complainants, police officers, witnesses, members of the public and others.
2. Identifies allegations and investigates complaints under the jurisdiction of the ~~Office of Citizen Complaints~~ **Department of Police Accountability** using tact and discretion; interviews complainants, police officers, witnesses, experts and others and gathers physical and documentary evidence in order to provide a body of information for analysis and resolution of complaints.
3. Maintains records, files, data and supporting documentation for each case handled; preserves evidence in a secure manner for evaluation and analysis, adhering to established customs and procedures regarding control and custody of records, including evidence.
4. Analyzes information and evidence resulting from investigative activities and makes recommendations based on findings for resolution of complaints.
5. Writes detailed reports on each complaint investigated, including factual backup

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documentation, analysis of findings and proposed recommendations.

6. Summarizes and explains progress and results of investigations with complainants, police officers and their representatives.

7. Regularly prepares lists and records accounting for status of assigned investigative caseload.

8. May testify before the Police Commission and other legal bodies on the subject of particular investigations and findings.

9. Establishes and maintains effective working relationships with community groups, representatives of the Police Department and other agencies involved in the legal system.

10. Addresses and works with community groups, including participating in outreach and educational functions of the ~~OCCDPA~~; may monitor police activities in crowd control situations.

~~11. Performs related duties as required.~~

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: investigative practices and procedures; procedures for gathering, documenting, preserving and presenting data and evidence; interview methods and techniques, including those needed to interview difficult, emotionally distressed or hostile individuals, in order to conduct investigations.

Ability and Skill to: conduct investigations with tact and discretion; identify, gather, review and analyze information from a variety of sources; develop sound conclusions and logical recommendations; identify and apply correct standards and rules to the facts found in investigations; prioritize tasks and projects in order to manage caseload and meet goals; interact courteously, fairly and effectively with individuals and groups from a variety of cultural and socioeconomic backgrounds; promote, establish and maintain cooperative working relationships with a variety of individuals and groups; speak clearly, concisely and effectively; listen and elicit information; write reports and correspondence in a clear, concise, well-organized and effective manner; maintain accurate and factual records and files of investigative data and evidence; learn the use of a personal computer to produce written materials and access information; remain fair, objective and open-minded while investigating complaints; remain impartial and calm in frustrating and/or confrontational situations; maintain perspective and take initiative in implementing a variety of methods in order to gather information.

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MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

A baccalaureate degree from an accredited college or university.

Experience:

One (1) year of experience investigating allegations of official or employee misconduct.

License and Certification:

Substitution:

Possession of a law degree (**J.D.**) may be substituted for the required experience.

Two (2) years of experience performing investigative work in a professional field such as law, media/journalism, public health/welfare, human/civil rights, business (e.g. finance, insurance), education, social sciences, public policy/government or a related field may substitute for the required experience.

Additional experience may be substituted for the required degree on a year-for-year basis (up to a maximum of 2 years). Thirty (30) semester units or forty-five (45) quarter units equal one (1) year.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: 8126 Senior Investigator, ~~Office of Citizen Complaints~~ Department of Police Accountability

ORIGINATION DATE: 01/07/1983

AMENDED DATE: 01/14/00; 05/XX/17

REASON FOR AMENDMENT *To accurately reflect the ~~tasks, knowledge, skills, & abilities, and minimum qualifications~~ change of the Department name from Office of Citizen Complaint to the Department of Police Accountability.*

BUSINESS UNIT(S): COMMN

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Job Code: 8124

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

Title: Senior Investigator, ~~Office Of Citizen Complaints~~ Department of Police Accountability
Job Code: 8126

DEFINITION

Under the direction in the ~~Office of Citizen Complaints~~ **Department of Police Accountability**, supervises the work of assigned staff and performs difficult and complex professional-level investigative work in connection with complaints brought against sworn members of the Police Department by the public.

DISTINGUISHING FEATURES

This class is distinguished from Class 8124 Investigator, ~~Office of Citizen Complaints~~ **Department of Police Accountability**, in that incumbents in Class 8126 oversee and/or directly perform the more difficult and sensitive investigations, and supervise Class 8124 Investigators.

SUPERVISION EXERCISED

Supervises the work of assigned staff, including Class 8124 Investigators.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Supervises, directs and monitors the work of assigned staff; evaluates performance and counsels employees; completes and presents written performance appraisals; fosters professionalism and cooperation among staff; makes recommendations on personnel issues and disciplinary concerns regarding investigators.
2. Provides training for investigative staff and aids in their professional development; explains existing policies and procedures, including producing written memos and instructions.
3. Reviews and assigns cases to investigative staff; monitors progress of investigations and evaluates tentative findings to ensure completeness and accuracy.
4. Implements and monitors case management policies; maintains case management records of his/her team and provides case management reports as required.
5. Writes detailed reports on each complaint investigated, including factual backup documentation, analysis of findings and proposed recommendations.
6. Receives complaints, answers questions and provides information on the functions and procedures of the ~~Office of Citizen Complaints~~ **Department of Police Accountability** for complainants, police officers, other witnesses, members of the public and others.
7. Performs investigations of difficult, controversial and/or sensitive complaints as assigned; identifies allegations and investigates complaints using tact and discretion; interviews complainants and police officers, as well as other witnesses, experts and

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- individuals, and gathers physical and documentary evidence in order to provide a body of information for analysis and resolution of complaints.
8. Pursuant to investigations, analyzes information and evidence resulting from investigative activities and makes recommended findings in resolution of complaints; prepares detailed written reports on each complaint investigated, including factual backup documentation, analysis of findings and recommendations; refers appropriate cases for legal review.
 9. Maintains records, files, data and supporting documentation for each case handled; preserves evidence in a secure manner for evaluation and analysis.
 10. Identifies issues and concerns from complaints, leading to recommendations for review and improvement of police department policies, procedures, training and equipment.
 11. Summarizes and explains progress and results of investigations to complainants and named individual members of the Police Department; assists in notification procedures pertaining to cases.
 12. Pursuant to performing investigations, testifies and/or makes oral presentations before the Police Commission and other bodies on the subject of investigations and findings; prepares reports and other related documents to present at hearings.
 13. Represents the ~~Office of Citizen Complaints~~ **Department of Police Accountability** at community meetings, conferences and other related functions; establishes and maintains effective and cooperative working relationships with community groups, representatives of the Police Department and other agencies involved in the legal system; participates in outreach and educational functions of the ~~OCCDPA~~.
 14. Reviews and receives training on legislation, court cases, legal opinions and Police Department policies relevant to the activities of the office to maintain and enhance professional competency.
 15. Assists in developing policies and procedures to promote and ensure efficiency, fairness and completeness of investigative processes; attends and participates in departmental management meetings.
 16. Responds to emergency complaints and police situations as assigned.
 17. May assume the duties of the Chief Investigator in his/her absence.
 18. ~~Performs related duties as required.~~

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: Investigative practices and procedures; procedures for gathering, documenting, preserving and presenting data and evidence; interview methods and techniques, including those needed to interview difficult, emotionally distressed or hostile individuals, in order to conduct investigations.

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Ability and Skill to: Plan, review, assign and monitor the activities of assigned staff; train, evaluate, motivate and counsel employees; conduct difficult and complex investigations with tact and discretion; identify, gather, review and analyze information from a variety of sources; develop sound conclusions and logical recommendations; identify and apply correct standards and rules to the facts found in investigations; effectively prioritize tasks and projects for self and others; implement and monitor case management policies; interact courteously, fairly and effectively with individuals and groups from a variety of cultural and socioeconomic backgrounds; promote, establish and maintain cooperative working relationships with a variety of individuals and groups; speak clearly, concisely and effectively; listen and elicit information; write reports and correspondence in a clear, concise, well-organized and effective manner; maintain accurate and factual records and files of investigative data and evidence; use a personal computer to produce written materials and access information; remain fair, objective and open-minded while investigating complaints; remain impartial and calm in frustrating and/or confrontational situations; maintain perspective and take initiative in implementing a variety of methods in order to gather information.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

A baccalaureate degree from an accredited college or university.

Experience:

Two (2) years of experience investigating allegations of official or employee misconduct.

License and Certification:

Substitution:

Possession of a law degree (**J.D.**) may be substituted for the required experience.

Four (4) years of experience performing investigative work in a professional field such as law, media/journalism, public health/welfare, human/civil rights, business (e.g. finance, insurance), education, social sciences, public policy/government or a related field may substitute for the required experience.

Additional experience may be substituted for the required degree on a year-for-year basis (up to a maximum of 2 years). Thirty (30) semester units or forty-five (45) quarter units equal one (1) year.

SUPPLEMENTAL INFORMATION

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

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Job Code: 8126

PROMOTIVE LINES

From: 8124 Investigator, ~~Office of Citizen Complaints~~ Department of Police Accountability

ORIGINATION DATE: 01/07/1983

AMENDED DATE: 06/06/03; 05/XX/17

REASON FOR AMENDMENT *To accurately reflect the ~~tasks, knowledge, skills, & abilities, and
minimum qualifications~~change of the Department name from Office
of Citizen Complaint to the Department of Police Accountability.*

BUSINESS UNIT(S): COMMN