

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE

**INVESTIGATOR 1**

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**DEFINITION**

Performs a variety of general investigative and/or mediation related activities of limited complexity within the Attorney General's Office; performs related duties as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

**WORK EXAMPLES**

**In the Consumer Protection and Farm Divisions:**

Receives incoming consumer complaints, evaluates them and in conjunction with senior investigator, decides whether to pursue mediation or refer to an attorney for litigation.

In the mediation process, works with seller and consumer to obtain an agreeable settlement resolution.

In litigation, gathers and organizes evidence and testimony necessary to the litigation.

Answers inquiries from the public about general and specific consumer information questions and problems.

Works in conjunction with other related agencies such as National Association of Attorneys General, county attorneys, Better Business Bureau, postal inspectors, FTC and others.

Maintains all required records and statistical information for assigned cases.

**In the Tort Claims Division:**

Receives and investigates claims submitted for payment to the State Appeals Board and makes recommendations for payment or non-payment.

Assists office attorneys to gather and organize evidence and testimony necessary to litigation.

Maintains all required records and statistical information for assigned cases.

**COMPETENCIES REQUIRED**

Knowledge of the basic principles and techniques of investigation including areas such as interviewing, factfinding, record checking, and undercover work.

Knowledge of what constitutes fraud or misconduct in the specific program(s) to which assigned and the state and federal laws, rules and regulations governing those programs and related confidentiality and Privacy Act laws.

Knowledge of court and administrative hearings procedures and practices and rules of evidence as they apply to the specific type of investigation being conducted.

Knowledge of the functions, jurisdiction and relationships between other federal, state and local law enforcement agencies and the need to share information with them concerning cases for which they have primary responsibility.

Ability to learn to plan, organize and conduct thorough and complete investigations and to adapt investigative methods, techniques and procedures to specific situations.

Ability to observe and record facts accurately about persons, objects and events.

Ability to gain cooperation and confidence of professional and lay groups, governmental officials, law enforcement agencies, employers, agency staff and the general public.

Ability to compile and summarize data and prepare records and reports of facts in a clear, logical and objective manner.

Ability to apply and interpret state and federal laws, rules and regulations relating to specific programs for which investigations are conducted.

Ability to testify in legal, quasi-legal and administrative hearings to present facts and evidence relevant to a specific case.

Ability to understand and analyze business, commercial, industrial and agency records relative to the specific program or misconduct area for which an investigation is being conducted.

Ability to distinguish between relevant and irrelevant information or evidence, and detect discrepancies in information.

Ability in developing and using specialized investigative techniques, devices and procedures involving surveillance, undercover work and fact-finding.

Ability to deal confidentially with sensitive information.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Graduation from an accredited four-year college or university;

OR

substitution of relevant investigative experience for the general college or university coursework on the basis of one year of investigative work experience is equivalent to 30 semester hours of course work.

#### **NOTE:**

Positions in this class are exempt from the screening and referral requirements of the Iowa Department of Administrative Services – Human Resources Enterprise. Apply directly to the Department of Justice.

Effective Date: 8/05 DF