

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

PROFESSIONAL LICENSING INVESTIGATOR

DEFINITION

Performs investigative/administrative work in the regulation and enforcement of professional licensing including accounting, architecture, landscape architecture, engineering/land surveying, real estate brokerage/sales, real estate appraisal, and Interior design; performs related work 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

Investigates complaints and other suspected violations by licensees, license applicants, and non-licensed persons of the laws and rules enforced by division boards; gathers pertinent facts, interviews complainants, respondents, and other witnesses, and obtains and preserves documents and records.

Verifies the accuracy of evidence for use in administrative and district court proceedings.

Writes investigative reports documenting the purpose, scope and procedures followed in the investigation, the facts gathered and the source of all facts, the applicable law, rules and standards of practice, and presents factual conclusions for submission to the board.

Analyzes, evaluates, and summarizes complaints, identifies the relevant factual and legal issues, assesses whether complaints fall within the jurisdiction of one or more of the division boards, and identifies the types of evidence needed to fairly assess the merits of complaints.

Coordinates with peer reviewers or other persons retained to provide expert opinions in the investigation and review of complaints.

Prepares documents for legal review, such as statements of charges, consent orders, and subpoenas, and testifies at administrative hearings or civil enforcement actions in district court.

Interacts with the Attorney General's Office, in the investigation and prosecution of administrative and district court proceedings.

Monitors disciplinary investigations, complaints, and cases, and respondent compliance with enforcement orders; conducts audits of licensee adherence to mandatory qualifications for licensure and continued licensure, such as continuing education and peer review.

Prepares detailed records and reports on the status and disposition of cases.

COMPETENCIES REQUIRED

Knowledge of the basic principles and techniques of investigation including areas such as interviewing, fact-finding, assessing data sources, record gathering, and evaluating the results of investigations.

Knowledge of what constitutes a violation of a law or rule enforced by division boards against licensees, license applicants, and non-licensed persons.

Knowledge of administrative and district court hearing procedures.

Ability to interpret statutes and rules and apply them to varying fact patterns.

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

Ability to deal with confidential information and preserve the confidences required under state and federal law and rules.

Ability to chart and index the status and disposition of investigations and cases.

Ability to keep calm under pressure and to treat all persons connected with an investigation with tact and respect, and with a pleasant demeanor, including licensees, complainants, license applicants, other persons under investigation, witnesses, attorneys, internal staff, and other law enforcement personnel.

Ability to coordinate with investigators from other agencies or jurisdictions.

Ability to prioritize between assignments and between boards with input and direction from the boards, their staff, and the division administrator/bureau chief.

Ability to recognize and avoid conflicts of interest.

Ability to foster public trust in the board and the board's mission.

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

Ability to accept supervisory direction internally within the division and legal direction from the Attorney General's Office.

Ability to be objective, fair, neutral, flexible, and open-minded demonstrating skill in problem solving.

Ability to plan, organize, and conduct thorough, neutral, fair, complete, and accurate investigations, and to adapt investigative methods, procedures, and techniques to specific situations using strong organizational and recordkeeping skills.

Ability to produce clear, concise, thorough, logical, soundly-supported, objective, and organized investigative reports utilizing strong writing and analytical skills.

Ability to work well in a team environment; coordinates enthusiastically with internal staff, board members, and the Attorney General's Office in a polite, courteous and professional manner.

Ability to travel as needed to complete investigations.

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 with a bachelor's degree in criminal justice or law enforcement and experience equivalent to two years of investigative work that included fact-finding, data analysis, deriving conclusions and detailed report writing;

OR

graduation from an accredited school of law and experience equal to one year of full-time work in the practice of law or in performing the above qualifying work;

OR

an equivalent combination of education and qualifying professional investigative experience substituting one year of full-time experience for each year of the required education (30 semester hours or one year) up to a maximum substitution of four years.