

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Supervising Special Investigator I (Non-Peace Officer)	OFFICE/BRANCH/SECTION Independent Office of Audits and Investigations	
WORKING TITLE Supervising Special Investigator I	POSITION NUMBER 900-097-8549-001	REVISION DATE 05/09/2023

As a valued member of the Caltrans leadership team, you make it possible for the Department to provide a safe and reliable transportation network that serves all people and respects the environment.

GENERAL STATEMENT:

Under the general direction of the Independent Office of Audits and Investigations' (IOAI) Supervising Special Investigator II (SSI II), the Supervising Special Investigator I assists in all aspects of the performance of investigations including intake, planning, organizing, directing, reviewing, and coordinating investigations. The Supervising Special Investigator I is a first-line supervisor in charge of Special Investigators, intake staff, and support staff. The Supervising Special Investigator I is required to evaluate difficult situations and discern the appropriate actions to be taken; act for the SSI II in their absences; and maintain a high degree of confidentiality, responsibility, and sensitivity. In addition to direct supervision, the Supervising Special Investigator I may participate in difficult or complex investigations and perform other duties as required.

The incumbent is required to travel, sometimes with short notice, to various work locations throughout California. At times, the incumbent will be required to work beyond a normal Monday through Friday schedule, i.e., working on a weekend or outside regular scheduled working hours.

CORE COMPETENCIES:

As a Supervising Special Investigator I (Non-Peace Officer), the incumbent is expected to become proficient in the following competencies as described below in order to successfully perform the essential functions of the job, while adhering to and promoting the Department's Mission, Vision, Values, Strategic Imperatives and Goals. Effective development of the identified Core Competencies fosters the advancement of the following Leadership Competencies: Change Commitment, Risk Appetite, Self-Development/Growth, Conflict Management, Relationship Building, Organizational Awareness, Communication, Strategic Perspective, and Results Driven.

- **Change Leadership:** Develops new and innovative approaches needed to improve effectiveness and efficiency of work products. Encourages others to value change. Considers impact and recommends changes. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **Ethics and Integrity:** Demonstrated concern to be perceived as responsible, reliable, and trustworthy. Respects the confidentiality of information or concern shared by others. Honest and forthright. Conforms to accepted standards of conduct. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Integrity, Pride)
- **Conflict Management:** Recognizes differences in opinions and encourages open discussion. Uses appropriate interpersonal styles. Finds agreement on issues as appropriate. Deals effectively with others in conflict situation. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity, Integrity, Pride)
- **Empower Others:** Convey confidence in employees' ability to be successful, sharing significant responsibility and authority; allowing employees freedom to decide how they will accomplish their goals and resolve issues. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Pride)
- **Organizational Awareness:** Contributes to the organization by understanding and aligning actions with the organization's strategic plan, including the mission, vision, goals, core functions, and values. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Innovation, Pride)
- **Influencing Others:** The ability to gain the support of others for ideas, proposals, projects and solutions. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Integrity, Pride)
- **Vision and Strategic Thinking:** Communicates the "big picture". Models the department's Vision and Mission to others. Influences others to translate vision into action. Future oriented, and creates competitive and break through strategies and plans. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **Managing Performance:** Responsible for employee performance, setting clear goals and expectations, tracking progress against departmental and unit goals, providing feedback, and addressing performance issues promptly. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)

ADA Notice

For individuals with sensory disabilities, this document is available in alternate formats. For alternate format information, contact the Forms Management Unit at (279) 234-2284, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
50%	E	Responsible for the direct management, organization, and supervision of staff whose functions entail the complete investigation process, including assisting the SSI II with the management of investigations and intake of new complaints. This includes, but is not limited to, providing daily guidance to investigators, intake staff, and support staff; assigning the appropriate staff to complaints/investigations; ensuring staff remain unbiased; appropriately elevating concerns to the SSI II; providing on-the-job training; performing first level supervisory review for staff; providing assistance to staff on next steps; ensuring completeness and accuracy of the final investigation closure packages; preparing and maintaining periodic status reports on workload progress as directed by the SSI II; managing an extensive list of cases and statuses; becoming proficient in the use of databases.
30%	E	Maintain open channels of communication; updating and/or developing policies and procedures; establishing, documenting, and maintaining uniform processes and procedures; ensuring staff are current on relevant laws, policies, regulations, procedures, and matters related to the investigative process; participating in state and federal organizations to keep abreast of emerging trends, issues, best practices, and new requirements; addressing employee deficiencies by applying performance management tools and processes, including progressive discipline; approving time sheets, travel plans, and expense claims; and traveling as necessary.
15%	E	Attend meetings and acting on behalf of the SSI II, when necessary; reviewing and processing hiring packages; assisting with the on-boarding process; preparing and conducting timely and thorough annual performance evaluations; modeling IOAI's mission, vision, core values, and goals through training, dialogue, and conduct; resolving issues by exercising independent action and sound judgment.
5%	M	Assist with the administration of investigation unit contracts; performing other duties as required.

¹ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

Directly oversee staff in the conduct of investigative activities including monitoring and reviewing staff work products. Prepare and administer periodic performance evaluations for staff and provide ongoing guidance to staff on their work performance. Assist with succession planning. Ensure staff remain unbiased and have adequate training opportunities to maintain and enhance their skills in compliance with applicable standards.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Principles and Practices of:

1. Investigation techniques and procedures.
2. Recognizing bias and taking the appropriate steps to alleviate it.
3. Supervising and directing staff in the performance of investigatory work and other duties, as well as assisting and participating in investigations.
4. Testifying at State Personnel Board hearings and civil and/or criminal court cases.
5. Maintaining the highest degree of confidentiality, responsibility, and sensitivity.
6. Professionally communicating, meeting, and coordinating with all levels of stakeholders.
7. Principles of identification, preservation, and presentation of evidence.
8. Interviewing and interrogation techniques and being able to apply the techniques effectively, accurately, and without bias.
9. Confronting witnesses and subjects with evidence and reacting appropriately.
10. Interpreting and applying laws, rules, or regulations to specific cases.
11. Principles and techniques of personnel management and supervision.
12. A supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment that is free of discrimination.
13. Supervising investigators, intake staff, and support staff.
14. Communicating effectively and appropriately.
15. Duties of Federal, State, and local law enforcement.
16. Establishing and maintaining cooperative relations with Federal, State, and local law enforcement agencies.
17. Analyzing and responding to situations appropriately.
18. Applying proofreading tools and the proper use of grammar when preparing and reviewing reports and other communications.

ADA Notice

For individuals with sensory disabilities, this document is available in alternate formats. For alternate format information, contact the Forms Management Unit at (279) 234-2284, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

-
19. Preparing unbiased, accurate, concise, and grammatically correct investigation reports and other correspondence.
 20. Providing relevant and constructive feedback to staff regarding all aspects of their work performance.
 21. Accepting and incorporating relevant and constructive feedback from peers, supervisors, and management, into all aspects of work performance.
 22. Organizing and communicating priorities while conducting assignments.
 23. Thinking and acting quickly in emergencies and adopting an effective course of action.
 24. Managing time effectively.
 25. Seeking out and participating in job-related training.
-

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Failure to properly supervise the investigative process could result in loss and/or misuse of state assets and resources; failure to hold culpable employees accountable; non-compliance with policies, procedures, rules, laws, and regulations; adverse publicity; and legal liability and/or litigation.

PUBLIC AND INTERNAL CONTACTS

Regularly contacts, meets, and coordinates with stakeholders at all levels, both private and governmental. Requires contact and coordination with State agency managers and employees at all levels, private contractors and grantees, and professional groups.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Works under various time and resource constraints. The position requires the incumbent maintain a high level of professionalism when dealing with difficult or emotional situations. The incumbent must be able to use a keyboard with a laptop or a desktop computer; cellular phone; may be required to handle voluminous documents or files; and must be able to operate mechanical devices such as a digital recorder, camera, and video camera. The incumbent should maintain a valid California driver's license and be capable of operating a motor vehicle in accordance with State safety guidelines. The position requires sitting/standing at a desk and computer screen for reasonable periods of time, typing, walking, bending, stooping, and lifting items of up to 25 pounds.

The incumbent is required to travel throughout the state and at times may be required to work beyond a normal Monday through Friday schedule, i.e., working on a weekend or outside regular scheduled working hours.

WORK ENVIRONMENT

The position requires the incumbent to sit and/or stand for long periods of time to conduct work activities, extensive use of a computer, and must comply with professional standards of conduct.

The position is based out of Sacramento headquarters; however, this position is remote-centered. The amount of telework is at the discretion of the Department and based on IOAI's evolving telework policy. IOAI supports telework, recognizing that in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksites with minimum notification if an urgent need arises. The selected candidate will be required to commute to the headquartered location as needed to meet operational needs. Business travel may be required on short notice to various work locations throughout California. Travel reimbursement considers an employee's designated headquartered location, primary residence, and may be subject to CalHR regulations or applicable bargaining unit contract provisions. All commute expenses to the headquartered location will be the responsibility of the selected candidate.

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

EMPLOYEE (Print)

EMPLOYEE (Signature)

DATE

I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE

ADA Notice

For individuals with sensory disabilities, this document is available in alternate formats. For alternate format information, contact the Forms Management Unit at (279) 234-2284, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.