



# SUPERVISING FRAUD INVESTIGATOR I

<b>EXAM CODE:</b>	1IN02
<b>EXAM TYPE:</b>	OPEN EXAMINATION
<b>LOCATIONS:</b>	FRESNO, LOS ANGELES, ORANGE, SACRAMENTO, SAN BERNARDINO, SAN DIEGO, SANTA CLARA, SOLANO
<b>SALARY INFORMATION:</b>	\$7,761 - \$10,101
<b>CLASS/SCHEM CODE:</b>	7541/VL96
<b>RELEASE DATE:</b>	05/20/2021
<b>FINAL FILING DATE:</b>	CONTINUOUS FILING

## EQUAL EMPLOYMENT OPPORTUNITY / DRUG FREE STATEMENTS

The state of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

## POSITION DESCRIPTION

This is the working supervisory level of the series. Under the direction of a Supervising Fraud Investigator II, incumbents are given the full range of supervisory duties for a team of Investigators and officers from other law enforcement agencies in task force environments; review criminal investigation work products of subordinate staff; assign the tasks of training subordinate staff, allied law enforcement, and insurance industry personnel; and conduct background and/or internal affairs investigations, analyze case referrals, and perform special investigative projects as designated by the regional Supervising Fraud Investigator II, Department of Insurance, or Fraud Division management.

Incumbents at this level work closely with local law enforcement agencies to coordinate their respective investigative efforts on given cases and to provide technical advice and training; plan and coordinate complex fraud investigations involving multiple service of search warrants, felony arrest warrants, and undercover operations; provide training and technical assistance to local, State, and Federal law enforcement officers; provide insurance fraud awareness, detection, and reporting requirement training to law enforcement personnel, insurance industry personnel, and the general public; testify as expert witnesses for prosecutors in State and Federal courts; analyze case referrals to determine if criminal investigations are warranted; conduct administrative assignments; monitor case investigation activities utilizing various computer software packages and databases; develop investigative plans with subordinate staff to ensure timelines are met; prepare press releases; coordinate with allied agencies joint case and task force operations; supervise field operations to enhance operational efficiency and ensure officer public safety; supervise formal Fraud Division firearm and weaponless defense proficiency training; and manage informant compensation and/or security.



## APPLICATION FILING INSTRUCTIONS

### **Final Filing Date:**

Applications will be accepted on a **continuous basis**.

### **Who Should Apply:**

Persons who meet the minimum qualifications as stated on this announcement may apply to take this examination. Applications must include: specific "to" and "from" dates (month/day/year), specific hours worked and civil service class title(s), for all work experience. Resumes will not be accepted in lieu of a State Application (STD 678).

### **How to Apply:**

**EMAILED APPLICATIONS ARE PREFERRED.** Submit your completed [EXAMINATION/EMPLOYMENT APPLICATION \(STD 678\)](#) along with any required educational documentation (if applicable) via email at [CDIExaminations@insurance.ca.gov](mailto:CDIExaminations@insurance.ca.gov) Application must include **Exam Code/Title: 1IN02 SUPERVISING FRAUD INVESTIGATOR I, DOI** and your current email address.

Applications may also be delivered in person or by mail. Incomplete applications will not be accepted. Once your application has been verified as meeting the requirements for admittance to the examination, you will receive the Training and Experience Assessment test link and instructions by email only. Please be sure to include your current email address on your application.

The Examination/Employment Application (STD. 678) is available through your [CalCareer Account](#) or the internet at <https://jobs.ca.gov/pdf/STD678.pdf>.

### **EMAIL SUBMISSION:**

**SUBJECT LINE:** 1IN02 SUPERVISING FRAUD INVESTIGATOR I, DOI

**EMAIL ADDRESS:** [CDIExaminations@insurance.ca.gov](mailto:CDIExaminations@insurance.ca.gov)

***Submitted no later than 11:59 p.m. Pacific Time by the cut-off date specified on this examination announcement.***

### **FILE-IN-PERSON / MAILING ADDRESS:**

DEPARTMENT OF INSURANCE  
HUMAN RESOURCES MANAGEMENT DIVISION  
ATTN: EXAMINATION UNIT  
300 CAPITOL MALL, 13th FLOOR  
SACRAMENTO, CA 95814

### ***FAILURE TO SUBMIT ANY OF THE REQUIRED DOCUMENTATION LISTED ABOVE MAY RESULT IN DISQUALIFICATION FROM THIS EXAMINATION***

Applications will be accepted on a continuous basis. Do not submit applications to the California Department of Human Resources (CalHR.). If you are personally delivering your application, you must do so between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, excluding holidays to the same street address as listed above.

Completed applications and all required documents must be received or postmarked by the cut-off date in order to be considered for the current month. If an application is received after the cut-off date with a late or missing postmark, the application is considered late and will be included in the next cut-off date for processing. It is the applicant's responsibility to submit their application on time and to ensure the envelope is postmarked if applying by way of U.S. mail or contains proof of timely deposit with a parcel delivery or courier service. Dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the United States Postal Service (USPS), are not considered postmark dates for the purpose of determining timely filing of an application.



## MINIMUM QUALIFICATIONS

### Either I

Experience: One year of experience in the California state service performing the duties of an Investigator, Range C.

### Or II

Experience: Three years of experience in an investigative assignment performing criminal investigations (as a Peace Officer as defined by the California Penal Code, Chapter 4.5, Sections 830.1, 830.2, 830.3, and 830.8) in a government agency, one year of which must have been at a level comparable to the classification of Investigator, Range C. and

Education: Equivalent to completion of two years of college (60 semester units) with a major in law enforcement, criminal justice, administration of justice, police science, or criminology, and possession of, or eligibility for, the Peace Officer's Standards and Training Specialized Supervisory Certificate within 24 months of appointment. Additional experience may be substituted for the required education on a year-for-year basis. (Applicants who are being considered for positions assigned as "Peace Officer" status, as defined by California law, must possess the educational equivalent of completion of the 12th grade.)

## MINIMUM AGE REQUIREMENT

Minimum age at time of appointment: 21 years.

## PEACE OFFICER STANDARDS

**Citizenship Requirement:** Pursuant to Government Code Section 1031(a), in order to be a peace officer, a person must be either a U.S. Citizen or be a permanent resident alien who is eligible for and has applied for U.S. Citizenship. Any permanent resident alien who is employed as a peace officer shall be disqualified from holding that position if his/her application for citizenship is denied.

**Felony Disqualification:** Pursuant to Government Code Section 1029, persons convicted of a felony are disqualified from employment as peace officers except as provided under Welfare and Institutions Code, Division 2, Chapter 3, Article 8, Section 1179(b), or Division 2.5, Chapter 1, Article 4, Section 1772(b). Except as provided for by these statutes, persons convicted of a felony are not eligible to compete for, or be appointed to, positions in these classes.

**Firearm Conviction Disqualification:** Anyone who is restricted for employment-related purposes from accessing, possessing, carrying, receiving, or having under his/her control a firearm or ammunition under all applicable State or Federal laws is ineligible for appointment to any position in these classifications.

**Background Investigation and Psychological Screening:** Pursuant to Government Code Section 1031(a) and 888.38, all persons successful in examinations for these classes shall be required to undergo a thorough background investigation prior to appointment. Government Code Section 1031(f) and Peace Officer's Standard Training Regulation (P.O.S.T.) 1002(a)(7) require psychological screening of applicants for peace officer classifications.

**Medical Requirement:** Pursuant to Government Code Section 1031, persons appointed to a peace officer class shall undergo a medical examination to determine that he or she can perform the essential functions of the job safely and effectively.

## EXAMINATION INFORMATION

### TRAINING AND EXPERIENCE ASSESSMENT – WEIGHTED 100%



The examination consists solely of a Training and Experience Assessment. To obtain eligibility, a minimum score of 70% must be received. Instructions on how to complete the Training and Experience Assessment will be sent via email to each candidate who meet minimum qualifications.

The testing office will accept examination packets on a continuous basis. Applications will be reviewed to ensure the minimum requirements for participation in this exam are met. Possession of the entrance requirements does not assure a place on the eligible list. Examiners will receive their exam results 1-2 weeks after the test deadline to their CalCareer email addresses. Names of successful competitors will be merged into the eligible list in order of final scores, regardless of test date. Once list eligibility has been obtained, **you may not retake this examination for twelve (12) months from the Accession/Eligibility Date.**

**Continuous testing cut-off dates will be the last business day of each month and all applicants must meet the minimum qualifications as of the cut-off date.**

## ELIGIBLE LIST INFORMATION

An open eligible list will be established for the California Department of Insurance. The names of successful competitors will be merged on the list in order of final scores, regardless of date. Competitors' eligibility will expire **12 MONTHS** after it is established unless the needs of the service and conditions of the list warrant a change in this period.

**Career Credits** will not be granted in this examination.

Effective January 1, 2014, **Veterans' Preference** will be awarded to qualifying Veterans who are successful in the examination in the form of Rank placement rather than points. All individuals awarded Veterans' Preference will be certified in Rank 1 of the eligibility list, regardless of score. All open exams/eligible lists will award Veterans' Preference, regardless of the classification.

## SPECIAL TESTING ARRANGEMENTS

If you are an individual with a disability and need reasonable accommodation to participate in this examination, please mark the box in question #2 on the "examination application." You will be notified in writing to determine what assistance can be provided.

## KNOWLEDGE, SKILLS, & ABILITIES

In addition to evaluating the competitor's relative abilities as demonstrated by quality and breadth of experience, emphasis will also be on measuring competitively, relative to job demands, each competitor's:

### Knowledge of:

1. Criminal investigative techniques and procedures.
2. Rules of evidence and court procedures.
3. Laws of arrest, search and seizure.
4. Service of legal process and the legal rights of citizens.
5. Interview and interrogation processes and procedures.
6. Provisions of the California Penal Code, Insurance Code and related statutes in Federal law.
7. The securing and preservation of evidence.
8. The use and capabilities of the Insurance Fraud Information System (IFIS) and California Law Enforcement Telecommunications System (CLETS) computers.
9. Principles and techniques of supervision (Progressive Discipline Process and Effective Case Management & Analysis)
10. Advanced training techniques and methods as applied to police officer training.
11. Department's Equal Employment Opportunity (EEO) Program objectives.
12. A supervisor's role in the EEO Program and the processes available to meet EEO objectives.

### Ability to:

1. Plan and conduct less complex investigations into insurance fraud and embezzlement cases.



2. Apply laws and rules of evidence to specific situations.
3. Gather and analyze facts and evidence.
4. Write effective reports of case investigation for prosecutors, both State and Federal.
5. Analyze situations accurately and take effective action.
6. Conduct interviews of witnesses and interrogate suspects.
7. Effectively participate in, or direct, undercover and surveillance assignments.
8. Establish and maintain effective working relations and be able to speak effectively before groups.
9. Photograph crime scenes and use sophisticated evidence gathering equipment.
10. Properly prepare and execute search warrants.
11. Make felony arrests.
12. Testify in court and appear as an expert witness.
13. File criminal complaints.
14. Use and maintain Bureau authorized firearms.
15. Properly utilize emergency service vehicles.
16. Serve subpoenas.
17. Transcribe and dictate reports of surreptitious recordings.
18. Develop and control confidential informants.
19. Operate the Bureau's IFIS and CLETS computers.
20. Plan and conduct the most difficult and complex criminal investigations.
21. Effectively supervise the work of a team of criminal investigators and other investigative personnel.
22. Provide high level technical advice and training to law enforcement agencies and insurance industry personnel.
23. Independently supervise a special project or assignment in a region or statewide.
24. Competently conclude background and internal affairs investigations.
25. Effectively contribute to the Department's EEO objectives.

## SPECIAL PERSONAL AND PHYSICAL CHARACTERISTICS

### Personal:

Willingness to work throughout the State and at unusual hours, as required; keenness of observation; good memory for names, faces, places, and incidents; associate with criminally inclined persons and environments in performance of duties; satisfactory maintain a clean record as a law-abiding citizen; possess a valid driver license of the appropriate class issued by the Department of Motor Vehicles; work under stress and adverse conditions; perform tedious tasks (e.g., reading through large case investigation files, or working in a surveillance vehicle for long periods of time); learn about insurance fraud and related legal issues and procedures; comply with established policies and procedures of the Fraud Division; physically restrain suspects while performing the duties of a peace officer; carry out all peace officer duties; speak in front of groups; carry firearms; travel frequently; and safely operate a motor vehicle.

### Physical:

Good health, sound physical condition, and free from any physical or mental condition that would interfere with performance of duties; effective use of both hands; strength, endurance, and agility; emotional stability; normal hearing; normal vision or vision corrected to normal; and weight proportional to age and height.

## ADDITIONAL DESIRABLE CHARACTERISTICS

In addition to the above knowledge and abilities, possession of the appropriate certificates as evidence of increased competency at each level is desirable. Also desirable is evidence of completed course work in the following subject areas: introduction to criminal justice, introduction to criminal law, basic investigation, evidence, criminal procedure and laws of arrest, and search and seizure.

## GENERAL INFORMATION

**The California Department of Insurance** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.



**For an examination** without a written feature, it is the candidate's responsibility to contact the California Department of Insurance, Human Resources Management Division at [CDIExaminations@insurance.ca.gov](mailto:CDIExaminations@insurance.ca.gov) three weeks after the cut-off date if he/she has not received a progress notice.

**If a candidate's notice** of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

**Applications are available** at the California Department of Insurance offices, California Department of Human Resources, local offices of the Employment Development Department, and on the internet at <https://www.calcareers.ca.gov/>.

**If you meet the requirements** stated on the reverse, you may take this examination. Your performance in this examination will be rated against predetermined rating criteria. All competitors who pass will be ranked according to their scores. Meeting the entry requirements does not assure success in the examination or placement on the employment list.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, Oakland, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, are used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

**Veterans Preference:** Pursuant to Government Code Section 18973.1, effective January 1, 2014, as follows: 1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veteran's preference. 2. An entrance examination is defined, under the law, as any open competitive examination. 3. Veterans Preference is not granted once a person achieves permanent civil service status. The California Department of Human Resources has information on how to apply for Veterans' Preference on their website at <https://jobs.ca.gov/CalHRPublic/Landing/Jobs/VeteransInformation.aspx> and on the Application for Veterans' Preference form <http://calhr.ca.gov/Documents/CalHR-1093.pdf>. Additional information is also available at the Department of Veterans Affairs website at <https://www.calvet.ca.gov/>.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. Candidates must be in a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment of records and personal history and fingerprinting may be required.

California Department of Insurance  
Human Resources Management Division  
Classifications & Examinations Unit  
300 Capitol Mall, 13th Floor  
Sacramento, CA 95814  
[CDIExaminations@insurance.ca.gov](mailto:CDIExaminations@insurance.ca.gov)

If hearing impaired, call the California Relay Service.

1-800-735-2929 (From TDD Phone)  
1-800-735-2922 (From Voice Phone)

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.