



CITY OF OAKLAND
invites applications for the position of:
Complaint Investigator III

SALARY: \$8,580.07 - \$10,533.42 Monthly
 \$102,960.84 - \$126,401.04 Annually

OPENING DATE: 11/09/20

CLOSING DATE: 12/06/20 11:59 PM

THE POSITION:

PLEASE NOTE:

Due to current events and the statewide shelter-in-place order, all exam dates and locations are tentative. Applicants will be notified as further information becomes available. Applicants should also check their email on a regular basis for updates.

Do you have experience managing complex civil, administrative, or criminal investigations? Do you have passion and interest in the work involved with police accountability?

The City of Oakland is currently recruiting to fill one Complaint Investigator III vacancy within the Community Police Review Agency.

Under general direction of the Community Police Review Agency (CPRA) Executive Director, the incumbent serves as the first line supervisor for intake and investigations: performs investigations of complaints of alleged police misconduct which are filed with the Community Police Review Agency; compiles and analyzes facts and data for cases; acts as a liaison between the Police Commission, Administrator's Office, The City Attorney's office, and the Police Department; supervises and trains assigned staff; may act in the absence of the Executive Director; and performs related duties as assigned. This is a first-line supervisory level position in the professional Complaint Investigator series.

The ideal candidate for the position of Complaint Investigator III for the Police Commission Department should:

- Be capable of respectfully working with people from different racial, ethnic, and socio-economic backgrounds.
- Be able to multi-task and work with minimal supervision.
- Have proven ability to supervise and manage complex investigations in an unbiased manner.
- Understand police rules and regulations, case law, Constitutional matters, and police practices.
- Have passion and interest in the work and in the issues involved with police accountability.
- Be able to analyze and weigh evidence, including witnesses and identify discrepancies in testimony.
- Have excellent written and oral communication skills.
- Be able to present findings from the investigation in a clear and concise manner.
- Be able to manage and prioritize investigator caseloads and cases.
- Assist with development and institution of policies related to CPRA, and possibly OPD.
- Conduct trainings with staff, City agencies and other entities as needed.

This is a public contact position. Although no current vacancies require a specific language, bilingual skills are highly desirable, and the eligible list may be used to fill future vacancies that may require bilingual skills.

The eligibility list established from this recruitment may be used to fill other

vacancies that occur within the City including full-time and permanent part-time positions, if applicable.

* Click on the link below to see a video on what it's like to work for the City of Oakland!
[Working for the City of Oakland](#)

EXAMPLES OF DUTIES:

Duties and responsibilities include, but are not limited to the following:

- Supervise, train and evaluate agency intake technicians, investigators, and attorneys.
- Consult with investigators on complex cases and coordinate investigative resources where applicable.
- Provide initial review of completed investigative reports.
- Investigate complaints filed with the Community Police Review Agency (CPRA): facilitate mediation of complaints as appropriate.
- Analyze and compile facts and data for cases concerning police complaints; formulate objective recommendations based on critical analysis; interpret rules, laws and regulations pertaining to police conduct; develop, maintain, revise and provide community Police Review Agency Executive Director with the comprehensive investigative plan and case status.
- Prepare a variety of complex written reports; attend meetings; make oral presentations to the Police Commission, City Council, and community groups and others.
- Consult and confer with Executive Director regarding the following: prioritization of cases for investigation; facts established in investigations; important issues that may arise in interpreting various laws; facts, trends and patterns Identified through investigations; the recommended disposition and conclusion of cases.
- Respond to inquiries from community members, Police Officers, Community Police Review Agency, the media and other interested parties in a timely manner.
- Participate in community outreach activities and serve as a representative of the Community Police Review Agency (CPRA) community groups, the police department, and other government agencies.
- Identify, actively seek out, and interview complainants, witnesses, technicians, sworn police personnel, dispatchers, medical personnel and others as necessary to complete thorough investigations; gather pertinent evidence material to complaints; assess Oakland Police Department, including Internal Affairs Division records, and maintain confidentiality, compile and summarize information collected.
- Maintain complete and accurate complaint files, conversation logs, closed files, media reports, police reports, computerized files and other related files and records; formulate report based on the evidence gathered; ensure that records are secured and confidential. Drive to various locations to conduct interviews, research complaints, access data and information and attend meetings.
- Participate in training new personnel; make recommendations regarding training and policy changes.
- Process Public Records Act requests in accordance with City policy and applicable laws, consulting and conferring with City Attorney and Executive Director as needed.

MINIMUM REQUIREMENTS FOR APPLICATION:

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education:

Bachelor's degree from an accredited college or university in public administration, behavioral science, political science or a related field. Master's or law degree is highly desirable.

Experience:

Five (5) years of professional full-time paid experience in civil or criminal investigation or related field where the responsibility includes evidence gathering, evidence evaluation, and disposition recommendation.

License or Certificate / Other Requirements:

Individuals who are appointed to this position will be required to maintain a valid California Driver's License throughout the tenure of employment OR demonstrate the ability to travel to various locations in a timely manner as required in the performance of duties.

OTHER REQUIREMENTS

Oral and written bi-lingual skills in Spanish, Mandarin or Cantonese are highly desirable. Other languages may be added to comply with the City's Equal Access Ordinance or other relevant legislation or department needs.

Incumbents will be expected to work nights and weekends as necessary.

Knowledge of:

- Principles, practices, and techniques of conducting an investigation including interview and interrogation procedures, research and data investigation, analysis of information, and preparing thorough and objective recommendations.
- Laws of arrest, search, and seizure; legal rights of citizens; principles of constitutional law and the public safety officer's bill of rights.
- Public relations principles including public speaking, conflict resolution/mediation, and related techniques.
- Police department administration and organization; administrative hearing practices.
- English punctuation, syntax, language mechanics, and spelling.
- Principles and techniques necessary for the objective presentation of recommendations both in oral and written formats.
- Computer systems and software applications including word processing, databases, and spreadsheets.
- Principles of supervision, training, and development.

Ability to:

- Plan, organize and conduct thorough investigations of complex and sensitive issues in a timely manner.
- Maintain accurate records and files.
- Create comprehensive investigative operational plans.
- Conduct effective interviews using appropriate techniques and approaches; follow-up on discrepancies; corroborate evidence and leads to other evidence suggested by complaint and defense. Use tact and diplomacy in interviewing individuals from diverse backgrounds while remaining calm and impartial during sensitive, confrontational, and stressful situations.
- Compile and critically analyze information, facts, evidence and other data to evaluate testimony and analyze the credibility of the witness and the probative value of information obtained.
- Reason logically; apply rules and facts; draw conclusions and make supported recommendations; operate a camera to photograph complainants' injuries and the scene of the incident if necessary.
- Read, comprehend, and analyze complex policies, rules, laws, reports, medical records, and other pertinent documents.
- Interpret information regarding the case and process in lay person's terms.
- Maintain a high level of professionalism and ethical standards in approaching each case without preconceived biases.
- Communicate effectively orally and in writing; make verbal presentations to both large and small groups.
- Establish and maintain professional working relationships with employees, elected officials, boards and commissions, community groups and the general public.
- Handle stressful and sensitive situations with tact and diplomacy.
- Meet critical deadlines, manage time effectively, and adapt quickly to changing priorities.
- Work with minimal supervision and direction.
- Work flexible hours as necessary including nights and weekends.
- Supervise, train, and evaluate assigned staff.

SUPPLEMENTAL INFORMATION:**The Selection Process**

Stage I: The first stage in the selection process will consist of a review of each applicant's employment application, transcripts, and supplemental questionnaire for minimum qualifications (weighted pass/fail). Applications submitted without all required materials will not be given further consideration.

Stage II: The second stage will consist of subject matter experts evaluating and rating the completed supplemental questionnaires. Applicant responses to the supplemental questions must demonstrate the knowledge, skills and abilities listed in the qualifications section of this announcement. The evaluation of supplemental questions may be weighted 100% of an applicant score (before residency, seniority and/or veteran points, if applicable) and may determine rank on the eligible list. If a sufficient number of quality application packets are received, the supplemental screening may be followed by a third stage and the most qualified applicants will be invited to the next stage. Meeting the minimum qualifications does not guarantee advancement to Stage III.

Stage III: The third stage may consist of an oral examination that may be preceded by a brief written exercise (weighted pass/fail or 100%) that will test the knowledge, skills and abilities listed in the qualifications section.

The ranked eligible list may be developed directly from the supplemental screening OR the results of Stage III. Candidates must earn a scale score of 70 in this examination process to be placed on the eligible list for employment consideration.

Applicants are required to submit criminal history information upon request after receiving a conditional offer of employment. If the requested information is not furnished in a timely manner, applicants will not qualify for further consideration and will be removed from the eligible list.

The City of Oakland reserves the right to modify the selection process and date of examination as necessary to conform to administrative or business necessity. The information contained in this announcement is subject to change and does not constitute either an expressed or implied contract.

How to Apply

Apply prior to the closing time of the job announcement and allow at least two to three hours to submit your application if you are a new user on the system. **APPLICATIONS ARE ACCEPTED ONLINE ONLY.** You may apply and view current openings by visiting our employment opportunities webpage at: <http://agency.governmentjobs.com/oaklandca/default.cfm>.

If you do not have access to a computer, there are computer stations available at any City of Oakland Public Library. There are also work stations at the Human Resources Management Department, 150 Frank H. Ogawa Plaza, 2nd Floor, Oakland, CA 94612. Work stations are available during regular business hours (normally 9:00 a.m. to 5:00 p.m.). **Due to current events and the statewide shelter-in-place order, City facilities may be closed to the public.**

Our on-line application system is provided by NeoGov. If you have problems while applying online, please contact NeoGov's Live Applicant Support at (855) 524-5627 between 6:00 AM and 5:00 PM Pacific Time, Monday - Friday.

You may also call the City of Oakland Human Resources Management Department during regular business hours at (510) 238-3112 for information; however, we are unable to provide technical support for the online application system.

Date of Examination:

Written exam tentatively scheduled for the week of January 4, 2021

The City of Oakland is an EEO/ADA Employer.

ADVISORIES

Immigration and Reform Control Act: In compliance with the Immigration and Reform Control Act of 1986 the City of Oakland will only hire individuals who are legally authorized to work in the United States.

Exam Access Accommodation: In compliance with local, state and federal laws and regulations, the City of Oakland will employ and promote qualified individuals without regard to disability. The City is committed to making reasonable accommodations in the examination process and in the work environment. Individuals requesting reasonable accommodations in the examination process must do so no later than five working days after the final filing date for receipt of applications, otherwise it may not be possible to arrange accommodations for the selection process. Such requests should be addressed to the Department of Human Resources Management, 150 Frank H. Ogawa Plaza, 2nd Floor, Oakland, CA 94612-2019 or call (510) 238-3112 or TDD (510) 238-3254.

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<http://www.oaklandca.gov/>

150 Frank H. Ogawa Plaza - 2nd Floor
Oakland, CA 94612
(510) 238-3112

Position #20-AP144-10
COMPLAINT INVESTIGATOR III
PP

lwright@oaklandca.gov

Complaint Investigator III Supplemental Questionnaire

- * 1. Be sure to answer the supplemental questions thoroughly and accurately. **Applicants are responsible for clearly, completely, and accurately identifying their qualifications.** The rating of the supplemental questions may determine your application status and/or rank on an eligible list. **I have read and understand the statement above concerning submission of supplemental responses.**
 - Yes No

- * 2. Per Oakland City Charter Section 604(e)(8): No current or former sworn employee of the [Oakland Police] Department, or current official, employee or representative of an employee association representing sworn police officers, is eligible for any staff position in the [Community Police Review] Agency. **Are you a current or former sworn employee of the Oakland Police Department, or a current official, employee or representative of an employee association representing sworn police officers?**
 - Yes No

- * 3. Please indicate if you possess a Bachelor's degree in the following:
 - Public Administration
 - Behavioral Science
 - Political Science
 - Not listed above, but I possess a Bachelor's degree in a related field
 - I possess a Bachelor's degree in an unrelated field.
 - I do not possess a Bachelor's degree

- * 4. Do you possess Master's degree in public administration, behavioral science, or political science?
 - Yes No

- * 5. Do you possess a law degree?
 - Yes No

- * 6. Do you have at least five years of professional full-time paid experience in civil or criminal investigation, or a related field where the responsibility includes evidence gathering, evidence evaluation, and disposition recommendation? If yes, please list which positions on your application included this experience.
- * 7. Describe your paid professional experience conducting in-depth civil or criminal investigations where the responsibility includes: investigatory evidence gathering & evaluation, interviewing witnesses, and disposition recommendation. In your response, include the industry and type of organization in which you worked.
- * 8. Describe your experience managing and prioritizing caseloads. In your response, provide an example of a time when you had multiple caseloads with competing priorities and deadlines. What factors did you use to determine and prioritize your work? Additionally, what methods have you used in the past as a supervisor to help others in the department prioritize their caseloads, and ensure department goals and timelines are maintained?
- * 9. Describe a difficult and/or sensitive investigation, where you had a primary role, which involved conducting interviews to assist in the resolution of conflicting statements or testimony. Include the purpose and scope of the investigation and your specific role; what made the investigation difficult and/or sensitive; how you gathered and evaluated relevant physical and documentary evidence; how you conducted your interviews and dealt with the interviewees; how you documented and evaluated information gathered in the interviews; and the outcome of the investigation.
- * 10. Provide a brief description of your supervisory experience. Include with your response the methods you use for training, mentoring, and evaluating personnel performance.
- * 11. Describe an experience where you worked with a difficult employee in a supervisory and/or mentoring relationship and a conflict arose. Please be specific about the type of issue that was experienced, what steps you took to resolve it, and the outcome of your actions.
- * 12. This recruitment is being announced in accordance with Section 5.03 of the Civil Service Rules. The eligible list generated from this announcement will be used to fill positions that may or may not require bilingual skills. For positions in this classification requiring selective certification of bilingual skills, only the highest ranking candidates who demonstrate bilingual proficiency in the following languages: Spanish, Cantonese, and Mandarin, will be referred to the hiring department. Bilingual skills will be tested prior to a final offer of employment; screening for bilingual skills may be conducted on the same day as a written exam or oral board interview. Identify the language(s) for which you have bilingual conversational proficiency. If you do not have bilingual conversational proficiency in any of the identified languages, check the appropriate box. Although the current vacancy does not require bilingual skills, future vacancies may require such skills.
 - Spanish
 - Cantonese
 - Mandarin
 - I do not have bilingual conversational proficiency in any of the identified languages, but I am still interested in the position.
- * 13. Answers to the above supplemental questions MUST be supported by information

contained in the "Education" and "Work Experience" sections of this application. Answers not supported by information contained in the "Education" and "Work Experience" sections of this application will NOT be considered. **I have read and understand this statement.**

Yes No

* Required Question