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INVESTIGATOR SERIES

Series Definition:

This series includes classes of positions the duties of which are to perform and/or supervise investigations concerned with suspected or actual violations of civil, administrative and/or criminal laws, rules, regulations or other legal requirements. Also, investigations are conducted to check on the background of individuals or organizations, locate missing persons, effect compliance with statutory requirements or other mandatory guidelines, follow up on complaints filed by the public or others and/or obtain evidence necessary to defend the State against claims or suits filed against it.

An investigation typically involves analyzing the request, complaint, allegation or cause for investigative action to identify pertinent issues and determine the scope and direction of the investigation. Also, the investigator develops an action plan which is systematic, thorough and designed to obtain relevant information or essential evidence for the case under investigation. The investigator gathers facts or evidence by interview or interrogation of suspects or witnesses, observation, searching for and securing physical or documentary evidence, examining records for chain of evidence or information, contacting informants for case leads, using audio and visual equipment or devices to record evidence, maintaining surveillances and performing undercover work. In the course of an investigation, an investigator establishes the accuracy and authenticity of facts or evidence obtained, by recognizing and following up on leads, reconstructing the sequence of events, determining the relationship of the facts or evidence, and by performing additional fact-finding and research as necessary.

At some point in an investigation, the investigator must decide when to conclude the investigation. The results of the investigation are used by the investigator, attorney or other authority to make an arrest, raid, search and seizure; invoke civil or administrative judgments, sanctions, penalties, or other actions; refer the case to another agency or recommend some other final action for disposition of the case. Throughout and upon completion of an investigation, an investigator prepares clear, logical, concise, impartial and accurate reports to document findings and conclusions.

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The class levels in this series are distinguished by a combination of classification factors, all of which may or may not be applicable to every level and they include the following:

1. Nature, scope and complexity of work
2. Nature of supervision received and other controls over the work
3. Originality and resourcefulness required
4. Nature and extent of supervision exercised and managerial responsibilities
5. Knowledge and skills required

In addition, sub-classification factors or elements, such as the following, help in understanding and distinguishing the various levels of complexity in investigative work:

1. The degree of difficulty involved in resolving conflicts in facts or evidence, as well as establishing their interrelationships.
2. The level of difficulty and complexity generated by the subject or target group under investigation.
3. The nature of separate investigative matters or circumstances which emerge from the original assignment.
4. The kind of jurisdictional problems involved in case assignments.
5. Undercover and surveillance work performed.

This is an amendment to the class specification for the INVESTIGATOR SERIES approved on August 17, 1982.

DATE APPROVED: 12/20/85

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Director of Personnel Services

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INVESTIGATOR I

8.241

Duties Summary:

Receives orientation and training in the investigative field; learns basic investigative techniques and procedures, as well as laws, rules and regulations pertaining to an agency's jurisdiction; receives simple and routine assignments; and performs other related duties as assigned.

Distinguishing Characteristics:

As the entry trainee level in the series, positions in this class receive formal and on-the-job training in investigative methods, techniques, procedures and laws, rules and regulations pertinent to an agency's jurisdiction. Initially, the investigator is primarily an observer in working with higher level investigators, but as experience is gained, selected investigative duties are assigned, e.g., interviews, records searches, securing physical evidence, preparing routine reports, etc. The investigator receives close supervision and detailed instructions on assignments. Guidance is given on problems that arise and completed work is closely reviewed for adherence to directions, completeness of work and attainment of training objectives.

Examples of Duties:

Attends orientation and training sessions; assists higher level investigators in fact-finding and other activities to detect violations of laws, rules and regulations; initially accompanies experienced investigators on investigative assignments as observers; prepares and submits reports.

Knowledge and Abilities Required:

Knowledge of: Social sciences; report writing.

Ability to: Learn and apply the principles and techniques of investigating; deal effectively with the public; write clear and concise reports; learn and interpret laws, rules and regulations.

INVESTIGATOR II

8.242

Duties Summary:

Performs a limited range of investigative activities in the prevention and detection of violations of laws, rules and regulations falling within an agency's jurisdiction; gathers

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information; prepares reports; and performs other related duties as assigned.

Distinguishing Characteristics:

As the advanced trainee, assignments are limited in nature and scope. Positions in this class work with higher level investigators and may be assigned segments of investigative cases. Investigators at this level observe higher level investigators, study assigned case materials, interview people to verify facts or obtain specific information, secure documentary evidence and learn and apply investigative principles and techniques, all in preparation for work at higher levels. Close supervision is received on unusual or difficult assignments, with supervision and guidance gradually diminishing as the investigator gains experience. Completed work is reviewed for technical accuracy and adequacy and to assess the investigator's work progress.

Examples of Duties:

Conducts limited investigations to prevent or detect violations of laws, rules and regulations; investigates routine fraudulent claims made against the State, such as for State sponsored benefits; gathers evidence by correspondence or personal observation and/or interview; under close supervision, prepares and submits reports of findings and recommendations.

Knowledge and Abilities Required:

Knowledge of: Social sciences; report writing; interviewing methods and techniques.

Ability to: Learn and apply the techniques of investigating; deal effectively with the public; write clear and concise reports; learn and interpret laws, rules and regulations; and gather, review and analyze facts.

INVESTIGATOR III

8.243

Duties Summary:

Conducts investigations pertaining to an agency's investigative program; prevents and/or detects violations of laws, rules and regulations within an agency's jurisdiction; investigates complaints filed by the public or others; develops and secures information or evidence; prepares reports; and performs other related duties as assigned.

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Distinguishing Characteristics:

Positions in this class conduct investigations following standard policies and procedures, from planning through fact-finding to reporting the results of investigations. Investigative work is limited to an agency's jurisdiction. Investigations involve few or no controversial issues, conflicts in fact or evidence. Facts are relatively easy to find, e.g., records, bank accounts, birth and marriage certificates, or other documents are readily accessible. The interrelationship of facts or evidence is readily apparent; e.g., the subject under investigation always uses the same name, has worked at the same job for awhile and acquaintances all express similar and favorable views of the subject's character, habits and way of life. Few or no separate investigative matters grow from the original assignment, e.g., the investigation usually starts and ends with the same subject. Coordination with other agencies and individuals involves the willing exchange of information, with no serious jurisdictional problems occurring in the investigation. Undercover and surveillance work may be performed and, if performed, involves slight or no danger or risk. Work at this level is performed under general supervision.

Examples of Duties:

Conducts investigations according to standard policies and procedures in program areas such as controlled substances, child support enforcement, regulated industries and consumer protection; reviews alleged violations, complaints and requests for investigative action; gathers readily available information or evidence such as drug prescriptions, birth and marriage certificates, tax records, licenses, bank accounts, wage statements, contracts, insurance documents and records, etc.; interviews cooperative parents, medical personnel, government officials, consumers, etc.; may participate in surveillance and undercover activities; makes field investigations to detect apparent law violations, obtain case leads, locate missing individuals and recover evidence; analyzes information or evidence to determine interrelationships and draw conclusions; prepares reports of investigations and periodic and special reports; may fill out legal forms and documents (child support orders, paternity acknowledgments, wage assignments); serves warrants, summonses or other legal papers; may offer testimony on investigative findings in court or at administrative or other hearings; may input or extract information to or from a computer system; confers with other individuals in government or private industry to obtain or exchange information or to respond to inquiries; acquaints the public with an agency's program and services offered; may work with other agencies on investigative cases.

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Knowledge and Abilities Required:

Knowledge of: Social sciences; report writing; interviewing methods and techniques; principles and practices of investigation and basic elements of criminal behavior.

Ability to: Deal effectively with the public; write clear and concise reports; acquire a good knowledge and understanding of the laws, rules and regulations pertinent to an agency's operations and gather, analyze and evaluate facts.

INVESTIGATOR IV

8.244

Duties Summary:

Performs and/or supervises investigations involving suspected or actual violations of civil, administrative and/or criminal laws, rules, regulations or other legal requirements within an agency's jurisdiction; determines case approach and gathers supporting evidence or information; prepares reports; and performs other related duties as assigned.

Distinguishing Characteristics:

This class consists of the following 3 types:

- A. An investigator independently performing the full range of investigations within an agency's jurisdiction where the work regularly is of a complex nature, but is limited to investigating violations that are related to a specific program area, such as, welfare fraud, controlled substances, regulated industries, consumer protection, etc. Resolving conflicts in facts or evidence and establishing their interrelationships are substantially difficult. The investigator may deal with voluminous information, scores of witnesses and informants with conflicting information and may come up against clever individuals who cover up their criminal acts in a manner that is nearly undetectable. Difficulty is generated by the person or persons under investigation. Such person or persons may be socially or politically prominent; e.g., doctors, lawyers, politicians, business people, etc. Original investigative assignments may grow into complex ones; e.g., initial civil investigation leads on to administrative and criminal violations involving not only one person, but several persons. Jurisdictional problems may arise, such as the coordination of resources in several investigative agencies or the determination of which agency has legal authority over an investigative

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case. Undercover and surveillance work, where danger and risk may be involved, may be performed to gather supporting evidence for a case. Work at this level is performed under general supervision.

- B. One or two investigators who are responsible for the small investigative program in an agency, without higher level investigative supervisory guidance. These investigators are responsible for the day-to-day operations of their respective investigative program areas, including the promotion of public understanding and cooperation; recommendation of changes to laws, rules, regulations, policies and procedures; conduct of education and training activities; establishing and maintaining effective working relationships with law enforcement and other agencies, as well as, maintaining records, preparing reports and performing other administrative duties. Work at this level is performed under general supervision.
- C. The working supervisory investigator in an agency where investigations are carried out according to standard policies and procedures, from planning through fact-finding to reporting the results of investigations. The work involves supervising and performing investigations where there are few or no controversial issues, conflicts in facts or evidence. Facts are relatively easy to find; e.g., records, bank accounts, birth and marriage certificates, or other documents are readily accessible. The interrelationship of facts or evidence is readily apparent; e.g., the subject under investigation always uses the same name, has worked at the same job for awhile and acquaintances all express similar and favorable views of the subject's character, habits and way of life. Few or no separate investigative matters grow from the original assignment; e.g., investigation starts and ends with the same subject. Coordination with other agencies and individuals involves the willing exchange of information, with no serious jurisdictional problems occurring in the investigation. Undercover and surveillance work may be performed and if performed, involve slight or no danger or risk. Work at this level is performed under general supervision.

Examples of Duties:

Type A: Conducts investigations of suspected or apparent violations of laws, rules, regulations or other legal requirements and stipulations related to a specific agency's jurisdiction; investigates complaints filed by individuals and public or private groups/organizations; studies assigned cases to develop a plan of

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action, identify pertinent issues, violations involved and to determine scope, timing and direction of the investigation; revises action plan as necessary to account for unexpected case developments; gathers information or evidence by interviewing or interrogating individuals related to the case, examining recorded data (bank accounts, financial statements, contracts, documents, receipts, forms, applications, maps, licenses, etc.), searching for and securing physical evidence, making surveillances, performing undercover work, working with informants, using audio and visual recording equipment and/or by utilizing other data gathering means not listed here; analyzes and evaluates data gathered to establish facts, detect links in a chain of evidence, reconstruct the sequence of events or to develop case leads; prepares reports of investigations with findings and recommendations for case disposition; serves warrants, subpoenas, summonses or other legal papers; works with attorneys, commissions, boards, administrators and others in preparing cases for judicial or quasi-judicial hearings such as court trials, administrative hearings and fair hearings; appears at hearings to offer testimony and supporting information; establishes and maintains effective working relationships with other investigative, law enforcement, public and/or private agencies; educates the public and others about an investigative agency's legal jurisdiction and the services it offers; may assist in training other investigators.

Type B: Conducts investigations in program areas, such as, those concerned with suspected illegal activities on State lands, suspected Medicaid fraud and abuse, claims filed for criminal injuries compensation or suspected violations committed by public utilities and transportation companies; receives and analyzes complaints, allegations and/or claims to determine the issues, scope and direction of the investigation; gathers facts, information, or evidence by interview and interrogation, examining records and documents, surveillance, etc.; prepares investigative reports; may appear as a witness and testify at hearings and court trials; recommends new or amendment of laws, rules, regulations, policies or procedures; maintains work records and statistics; prepares and submits periodic reports to other public or private agencies; maintains equipment and an adequate level of supplies; may educate private or public groups on respective program requirements and services offered; may instruct and train subordinate employees, as assigned; oversees all operational investigative program requirements such as travel arrangements, transportation requirements, equipment required, inter-agency coordination, etc.; establishes and maintains effective working relationships with other agencies in government or private industry.

Type C: Plans, organizes and directs the daily activities of an investigative staff and conducts investigations (planning,

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fact-finding, reporting) according to standard policies and procedures; receives and reviews incoming cases, then assigns them to subordinate investigators; establishes priorities and monitors work activities to ensure a smooth workflow, proper utilization of resources and that deadlines are met; reviews completed cases for conformance to legal guidelines, policies and procedures; offers guidance to subordinate staff on problem cases; holds staff meetings to discuss workload, problem areas and improvement measures; establishes new or revises existing policies and procedures; keeps records and work statistics and prepares various reports; keeps abreast of laws, rules and regulations and informs the staff of pertinent changes; provides training for staff members; counsels subordinates and completes job performance reports; keeps superiors informed of work activities and accomplishments; maintains an investigative caseload such as that in child support enforcement: uses investigative techniques (interview, interrogation, records searches, etc.) and computer terminal searches to locate individuals responsible for providing child support; investigates parents' financial standing and their ability to provide child support payments and the amount of payments; conducts investigations to identify alleged fathers, establish paternity and fills out legal forms such as, paternity acknowledgements, child support payment agreements and wage assignments; appears as a witness in court to testify on investigative findings for child support cases; responds to inquiries from other agencies on child support matters; and inputs pertinent information into the child support computer system.

Knowledge and Abilities Required:

Knowledge of: Social sciences; report writing; interviewing methods and techniques; principles and practices of investigations; court procedure; rules of legal evidence; characteristics of human behavior; and, as applicable, laws and precedents concerning search and seizure and arrest.

Ability to: Deal effectively with the public; write clear and concise reports; interpret and apply laws, rules and regulations pertinent to an agency's operations; gather, analyze and evaluate facts; supervise others in the performance of investigative tasks as applicable.

INVESTIGATOR V

8.246

Duties Summary:

Plans, organizes, directs and coordinates the activities of an investigative agency concerned with civil, administrative and/or criminal investigations falling within its respective jurisdiction, where violations investigated are related to a

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specific program area, e.g., welfare fraud, etc., or conducts civil, administrative and/or criminal investigations falling within a variety of jurisdictions, such as, the Executive, Legislative or Judicial Branches, State departments or agencies, county and federal governments and regulatory boards and commissions, where violations or circumstances investigated are related to a broad variety of program areas, and are not limited to a specific program area (welfare fraud, controlled substances, etc.), like that of lower investigator levels; and performs other related duties as assigned.

Distinguishing Characteristics:

This class consists of the 2 following types:

- A. The full supervisor which has complete technical and administrative responsibility for an agency's investigative program and has supervisory responsibility over a staff of investigators, where at least one member of the staff is of the Investigator IV level, type A or C. The work includes planning and directing the activities within an investigative agency's jurisdiction, which normally consists of investigating violations which are usually related to specific program areas; assigning and scheduling the work of subordinates; controlling the quantity and quality of work performed; offering guidance to subordinates in their work; assessing workload status, problem areas and making improvements; developing new policies and procedures or revising existing ones; providing formal and informal training for subordinates; making job performance reports and tending to personnel matters. Work at this level is performed under the general supervision of a higher level administrative position.
- B. The investigator which conducts civil, administrative and criminal investigations falling within a variety of jurisdictions. This type of investigator at this level conducts complex investigations of violations related to a broad variety of program areas and covering a very broad range of laws, rules and regulations. The investigator encounters difficulty in working with fragmentary, cold or circumstantial evidence. Information on a suspect(s) or suspicious circumstance(s) is (are) obtained more by word of mouth, tips, observations, than by directly verifiable evidence, such as paid bills, licenses, testimony, forged prescriptions, or other documented information. Interrelating the facts or evidence in a case may be very difficult because the case is several years old when the investigation is started, case leads are almost nonexistent, passage of

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time has altered the scene of the crime, accident, incident, etc., and key witnesses have disappeared or can't remember what happened because of the great amount of time that has elapsed. The subjects of investigations may be politicians of high office, other respected individuals of the community or organized crime figures, all of whom can hamper an investigation by intimidating witnesses into remaining silent, being evasive or strongly denying knowledge of anything for fear of becoming involved in a big case that would receive widespread news coverage. The original assignment may be a civil case under one jurisdiction, then the investigation discloses that administrative and criminal violations are involved and they fall under other jurisdictional areas. Jurisdictional concerns may include coordination with other investigative agencies, as well as dealing with foreign governments in advancing a case under investigation. Undercover and surveillance work is frequently performed to gather supporting evidence for cases involving a broad range of situations and circumstances. Work at this level is performed under the general supervision of a higher level administrative position.

Examples of Duties:

Type A: Plans, organizes and directs the activities within an investigative agency's jurisdiction; reviews incoming cases, establishes priorities/work schedules, assigns work to and reviews work of subordinates; offers guidance to subordinates on unusual or unprecedented cases; develops, revises and implements policies, procedures and guidelines; interprets and recommends amendment of laws, rules and regulations; holds staff meetings to discuss workload status, problem areas and improvement measures; oversees the establishment and maintenance of an investigative filing system that reflects confidentiality, security and controlled use of its records; keeps work records and statistics, and informs superiors of program direction, problems and accomplishments; coordinates investigations or other activities with those of other agencies; develops and implements training programs or determines other training alternatives for the investigative staff; evaluates subordinates' work performance, notes strong and weak points and prepares job performance reports; attends to personnel matters such as promotions, demotions, leaves of absence, grievances, etc.; prepares reports, correspondence and budget requests; maintains adequate levels of supplies, equipment, forms, work manuals, etc.; may conduct investigations, special projects or testify in court or at administrative hearings; develops and maintains effective working relationships with the public and other agencies in government and private industry.

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Type B: Conducts investigations requested by or concerning the Executive, Legislative or Judicial Branches, State departments or agencies, county and federal governments, and regulatory boards and commissions; investigates alleged unlawful conduct by State employees and officials, violations of election and campaign spending laws, violations of the Administrative Procedures Act, State Constitution, State Civil Rights Act, Federal Civil Rights Act (assists F.B.I.), etc.; investigates reported discriminatory practices, mishandling or abuse of charitable trusts and estates; conducts background investigations for the Governor on applicants for appointment; reviews petitions for commutation of prison sentences, pardons and submits recommendations to the Governor; provides security for the Governor, Lieutenant Governor, their families, other high government officials, visiting Governors and other dignitaries, witnesses and informants; investigates suits against the State, such as torts, damage and flood claims, claims for personal injury or death from accidents occurring on State highways, in buildings, parks or other State owned property; conducts probes into land matters involving the Hawaii Housing Authority and Hawaiian Homes Commission, as well as probes into alleged improper loans made by the State Employees' Retirement System or State insured financial institutions that go bankrupt; maintains intelligence reports on organized criminal activities and crime figures in the State; investigates tax fraud and evasion or other State tax law violations, public employee corruption, bribery, embezzlement, forgery, other white collar crimes and extortion against the Governor, State officials and employees; assists the Family Court on child abuse cases, the County Prosecutor's Office on organized crime and career criminal cases and the Department of Social Services and Housing on correctional facility and welfare fraud and child support cases; investigates trespass on State property, threats of life or injury, State antitrust law violations, vendors and contractors defrauding the State, and all other penal code violations affecting the safety and welfare of the State; under the Statewide Security System, investigates arson, bombings, monitors all demonstrations and subversive groups, develops security intelligence information and advises the Attorney General on security matters; acts as liaison between the Attorney General and demonstrators; assists State agencies on security matters and in emergency situations; orders the evacuation of State buildings and facilities to protect lives in bomb threats or other emergency situations; offers training to or plans training programs for law enforcement officers on airport security matters; gathers information or evidence by interview and interrogation of a vast range of individuals, extensive fact-finding and research, conduct of surveillances and undercover work in all types of situations and circumstances, use of various equipment and devices, developing and using informants, etc.; reviews and analyzes a large amount and broad range of data gathered to develop interrelationships and draw conclusions; prepares comprehensive reports, legal papers (warrants, subpoenas,

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etc.) and correspondence; serves legal papers and testifies in court or at administrative or other hearings; establishes and maintains effective working relationships with other agencies.

Knowledge and Abilities Required:

Knowledge of: Social sciences; police science; report writing; principles and practices of investigation; court procedures; rules of legal evidence; bases of human behavior; interviewing methods and techniques; the jurisdictions and functions of various governmental agencies and departments; organization and operation of investigational activities; and, as applicable, principles and practices of supervision, laws and precedents concerning search and seizure and arrest.

Ability to: Deal effectively with the public; write clear and concise reports; interpret laws, rules and regulations; analyze and solve law enforcement problems; secure and analyze data; prepare case records; understand the psychology of human behavior; and instruct and advise others in the performance of investigative tasks.

INVESTIGATOR VI

8.247

Duties Summary:

Plans, organizes, directs and coordinates a statewide investigative program; supervises a staff of Investigator IV's, type A or C through subordinate full-time supervisors; and performs other related duties as assigned.

Distinguishing Characteristics:

This class reflects responsibility for planning, organizing, directing and coordinating a statewide investigative program concerned with civil, administrative and/or criminal investigations within an agency's jurisdiction. Work activities and requirements are broad and complex although violations investigated are related to specific program areas, such as, welfare fraud, controlled substances, regulated industries, consumer protection, etc. The volume of work requires supervision of a staff of Investigator IV's (type A or C) through two or more subordinate full-time supervisors. Positions in this class may occasionally work on the most complex investigations, which involve highly controversial issues and extremely complex problems. At this level, positions develop operating policies and procedures; resolve operational problems; recommend new laws, rules and regulations or recommend revisions; testify before the legislature; prepare budget requests and develop training

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programs. General supervision is received from a higher level administrative position.

Examples of Duties:

Plans, organizes, directs and coordinates an investigation activity in the enforcement of a variety of laws, rules and regulations; participates in conferences with the administrator and legal staff of the program and makes recommendations concerning specific cases, plans, procedures and operations; reviews, analyzes and evaluates work accomplishments of the activity; establishes internal operating procedures for investigation and enforcement activities; coordinates enforcement activities with other regulatory or law enforcement agencies; meets with other agencies to provide or exchange information; recommends changes to regulatory laws, rules and regulations and policies; attends legislative sessions to assist in giving testimony to support proposed statutory amendments; directs in-service training of staff to promote employee development; reviews operational reports and statistics and determines the need for and implements or recommends improvements such as planning or priority changes, staff development training, improved methods, techniques and procedures, and increased resources for staffing, equipment and other operating expenditures; recommends appropriate action on personnel matters including new appointments, promotions, transfers, leaves of absences and disciplinary problems; determines changes in work schedules; maintains cooperative working relationships with other enforcement officials of federal, State and other governmental agencies to coordinate efforts or to exchange or provide information; may perform the most difficult and complex investigative work which involves suspected criminal activities or other highly confidential and sensitive factors; gives informational and educational talks to groups of all types and sizes; assists the administrator in conducting training seminars in program enforcement activities to county police departments; and prepares reports and correspondence.

Knowledge and Abilities Required:

Knowledge of: Social sciences; police science; report writing; principles and practices of investigation; court procedures; rules of evidence; bases of human behavior; interviewing methods and techniques; function of governmental agencies of the various jurisdictions; organization and cooperation of investigational activities; principles and practices of supervision.

Ability to: Plan, organize and direct an investigation program; deal effectively with the public, subordinates and other staff; write clear and concise reports; interpret laws, rules and regulations; analyze and solve law enforcement problems; secure,

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evaluate and analyze data and information; prepare case records; understand human behavior; and instruct and advise others in the performance of investigative tasks.