

Investigation Specialist 1

I. KIND AND LEVEL OF WORK

The first of three levels in the Investigation Specialist series. Under limited supervision, an incumbent in this classification performs professional level investigative work. The employee plans and conducts routine investigations into complaints of alleged violations by gathering documentation, conducting interviews with relevant parties, and analyzing the information and statements obtained to determine if violations occurred. Incumbents prepare investigation reports that summarize the findings and will make recommendations for appropriate resolution. The Investigation Specialist 1 responds to inquiries from, and explains the complaint review process, rules and regulations enforced to, stakeholders.

II. DISTINGUISHING CHARACTERISTICS

The Investigation Specialist 1 follows established standard practices to conduct routine investigations. Assignments are typically limited in scope and complexity, and work is reviewed for accuracy, completeness, and adherence to policy and law. Employees receive guidance from higher-level staff or supervisors when handling novel or complex issues.

In contrast, the Investigation Specialist 2 conducts more complex investigations that may result in civil and/or criminal penalties. This requires broader knowledge, independent judgment, and interpretation of the applicable statutes, laws, rules and regulations in order to recommend appropriate enforcement actions and achieve future compliance. This may include calculating and recommending redress for damages, whereas the Investigation Specialist 1 recommends corrective action and would consult with a supervisor or higher-level staff on resolution of novel situations.

With more in-depth knowledge and greater discretion, the Investigation Specialist 2 participates more actively in legal proceedings, including preparing case materials, assisting with depositions, and collaborating with legal counsel and management to determine whether to pursue settlement or litigation. In comparison, the Investigation Specialist 1 has limited involvement in legal proceedings, typically testifying or providing supporting information only when needed.

III. EXAMPLES OF WORK/DUTIES

(A position may not include all the work examples given, nor does the list include all that may be assigned.)

- Review complaints and conduct a preliminary investigation to determine if the complaint is within jurisdiction and if an investigation is warranted.
- Conduct routine investigations by developing an investigation plan, gathering necessary documentation, and conducting interviews with all relevant parties, ensuring cases are conducted according to regulations, statutes, policies and procedures.

- Analyze allegations, documentation and statements, and identify violations. Prepare a clear, concise and factual investigation report which identifies the issues, summarizes the findings, and makes a recommendation for resolution or corrective action.
- Monitor compliance with disciplinary orders and corrective action to verify completion.
- Assist in legal proceedings as necessary, providing testimony regarding investigation process and results.
- Respond to inquiries from and explain relevant rules, regulations and procedures to licensees, providers, complainants, respondents, the public and other stakeholders.
- Document and maintain case information, evidence, and correspondence in case management system to ensure accuracy, completeness, and traceability of investigative activities.

IV. KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- The statutes and rules enforced by the division/agency, including any prior interpretations and precedents, and the application of such requirements for compliance.
- Investigation techniques, procedures and best practices sufficient to conduct legally sound investigations.
- Administrative, civil and legal processes and procedures sufficient to understand the role of investigations in enforcement of compliance actions.

Skill in:

- Maintaining strong customer service, professionalism, and composure in stressful or adversarial situations and de-escalating conflict when it arises.
- Identifying and evaluating potential violations.
- Accessing, extracting, manipulating, analyzing and presenting data in different formats to support investigative activities.
- Interviewing to effectively elicit information and evaluate the credibility of the person being interviewed.
- Prioritizing investigations to ensure cases are completed within established timelines.

Ability to:

- Organize diverse facts and materials into logical, cohesive summaries and reports for determining possible violations.
- Determine facts based on information gathered from multiple sources and make complex determinations on potential case outcomes.
- Explain activities and decisions to interested parties.

LICENSURE/CERTIFICATION/STATUTORY REFERENCES

N/A

SPECIAL WORK CONDITIONS

N/A

REFERENCES

N/A

REVISION HISTORY

Established 01/2026