



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
CHIEF INVESTIGATOR, COMPLIANCE/ENFORCEMENT	43*	D	13.251
SUPERVISORY COMPLIANCE/ENFORCEMENT INVESTIGATOR	41*	D	13.255
COMPLIANCE/ENFORCEMENT INVESTIGATOR III	40*	D	13.256
COMPLIANCE/ENFORCEMENT INVESTIGATOR II	39*	D	13.257
COMPLIANCE/ENFORCEMENT INVESTIGATOR I	37*	D	13.258

SERIES CONCEPT

Compliance/Enforcement Investigators perform investigative and enforcement functions to monitor compliance and enforce State and/or federal laws or regulations pertaining to a specific program or regulatory area. Incumbents are sworn peace officers who have Category II police powers for the enforcement of the provisions of the Nevada Revised Statutes relating to their specific program area and any observed criminal activity. The investigative/enforcement process is initiated following a formal complaint, suspected violation or while conducting routine patrol, inspections, or surveillance activities utilizing standard investigative and enforcement techniques.

Receive and review formal complaints and make determinations regarding possible regulatory violations, criminal activity and jurisdiction within a specified program area; gather and analyze background information and facts pertaining to the complaint.

Conduct routine patrol to detect violations of State and federal laws and regulations; initiate enforcement actions such as verbal or written warnings, issuing citations, arrest, mechanical repair orders, and/or placing vehicle out-of-service pending repairs, consistent with appropriate laws, regulations, policies and procedures.

Conduct interviews with complainants, witnesses, employers, suspects, State and local governmental agencies and other sources to obtain information regarding violations or noncompliance; develop leads and facts pertaining to the case to prove a violation or criminal activity exists.

Develop case files and maintain case logs and reports; place evidence in case file along with chronological documentation regarding investigative steps taken and all contact made with complainant, respondent, witnesses and other sources; develop final case reports for criminal prosecution as appropriate.

Gather evidence such as photographs, witnesses' statements, business records, sales transactions, receipts, personnel files, vehicle registration and/or maintenance records, criminal history files, and other pertinent records or documents to develop trends, patterns and to support complaint or enforcement actions. Testify as a witness in Administrative and/or Criminal court.

Perform surveillance and/or covert activities by visually observing and recording information, taking photographs, and/or requesting services to gather facts, evidence or develop leads.

Conduct background investigations on individuals by gathering information regarding personal and criminal history, business activities, previous and current complaints or program violations; review business records, personnel records, vehicle records, required licenses, certificates, insurance, and other related documents; prepare reports and make recommendations based on State or federal program laws or regulations.

Prepare various reports such as daily activity summaries, criminal/incident investigations, arrest reports, and inspection reports

*** Reflects a 3-grade, special salary adjustment granted by the 2007 Legislature to improve recruitment and retention.**

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Page 2 of 7

SERIES CONCEPT (cont'd)

Perform inspections of vehicles, drivers and business operations to ensure compliance with State and federal laws and regulations; conduct inspections visually and/or with the use of hand tools or other methods to determine compliance or extent of violation and take appropriate enforcement actions.

Obtain and execute legal documents such as arrest warrants, search warrants, subpoenas, and criminal complaints to continue the criminal justice process for any subsequent criminal prosecution.

Perform general police work as a secondary role to include enforcement of traffic and criminal laws and, as necessary, initiate appropriate legal action on observed violations.

Perform related duties as assigned.

CLASS CONCEPTS

Chief Investigator, Compliance/Enforcement: Under general direction, incumbents are responsible for all investigative, law enforcement and program related activities of investigative and program staff in an assigned region. They coordinate and direct the compliance/enforcement activities of the region based on agency goals and objectives through the development of appropriate staffing levels and assignments, and work jointly with public officials, local law enforcement and the community in maintaining a comprehensive compliance/enforcement program.

Assist with the preparation of the program's biennial budget; monitor existing budget and expenditures; develop and implement new programs, and policies and procedures; write proposals in order to improve compliance and enforcement techniques. Identify and coordinate compliance/enforcement training for investigators based on agency goals and objectives.

Supervise a staff of at least two (2) Supervisory Compliance/Enforcement Investigators who supervise a staff of Compliance/Enforcement Investigators that perform compliance/regulatory enforcement duties for a specific program area such as motor vehicle enforcement or taxicab authority.

Supervisory Compliance/Enforcement Investigator: Under limited supervision of a Chief Investigator or administrator, incumbents serve as a first-line supervisor and independently conduct or monitor specialized investigative functions dealing with the more difficult assignments involving cases of a high profile or sensitive nature or involving multiple program or criminal violations.

Incumbents review initial complaints and assign cases to lower level investigators; monitor and direct staff regarding procedures and appropriate course of action; review and check final investigative reports for accuracy, clarity and format to ensure policy and procedure is followed.

The Supervisory Compliance/Enforcement Investigator is distinguished from lower level investigators by providing training to new investigators, preparing performance reviews, supervising and coordinating the investigation process and making final recommendations to the Chief or Program Administrator regarding investigative reports and final determinations. The Supervisory Investigators utilize extensive knowledge of industry standards and case history to recommend or develop new and/or revised policy, procedure and proposed legislation to aid in the compliance and control of program areas.

Compliance/Enforcement Investigator III: Under limited direction incumbents perform the full range of duties in the series concept, and in addition, act as a leadworker and perform specialized investigations dealing with complex and/or multiple program violations or criminal activity. Duties require an extensive knowledge of State

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COMPLIANCE/ENFORCEMENT INVESTIGATOR I	37*	D	13.258

Page 3 of 7

CLASS CONCEPTS (cont'd)

Compliance/Enforcement Investigator III: (cont'd)

and federal laws, case law, program rules and regulations, industry standards, concepts and practices to conduct detailed investigations. Final reports are reviewed by the Supervisory Compliance/Enforcement Investigator. This is the advanced journey level in the series and is distinguished from lower level investigators by making determinations on the level and extent of an investigation. Incumbents provide assistance to lower level investigators regarding case preparation and presentation in a court of law.

Compliance/Enforcement Investigator II: Under general supervision, incumbents perform all duties described in the class series concept. This is the journey level in the series.

Compliance/Enforcement Investigator I: Under close supervision, incumbents receive training in the duties described in the series concept. This is the entry level in the series, and employees may progress to the next level upon meeting minimum qualifications, satisfactory performance, and with the approval of the appointing authority.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * Pursuant to NRS 284.4066, positions in this series have been identified as affecting public safety. Persons offered employment in these positions must submit to a pre-employment screening for controlled substances.
- * Pursuant to NAC 289.110 applicants must meet minimum standards for appointment prior to employment.
- * A valid driver's license is required at the time of appointment and as a condition of continuing employment.

INFORMATIONAL NOTES:

- * Incumbents in the Compliance/Enforcement Investigator II, III, Supervisory Compliance/Enforcement Investigator and Chief Investigator, Compliance/Enforcement classes must maintain Nevada POST Category II certification as a condition of continuing employment.
- * Incumbents carry firearms in the performance of their duties and must maintain a quarterly qualifying score of 70 or better with a firearm.
- * Incumbents may be required to operate an authorized emergency vehicle.
- * Applicants for the Compliance/Enforcement Investigator I class must meet minimum standards for appointment as a peace officer as established in the Nevada Revised Statutes and Nevada Administrative Code.

CHIEF INVESTIGATOR, COMPLIANCE/ENFORCEMENT

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in criminal justice, police science, psychology, business administration or closely related field; and four years of professional investigative and/or law enforcement experience where standard investigative and enforcement techniques were utilized to make program compliance determinations, enforcement of state and federal laws, preparation of detailed reports for the purpose of justifying administrative sanctions, penalties or criminal prosecution, two years of which have been supervisory. Work experience may be obtained in law enforcement, investigative, regulatory, program related or comparable setting; **OR** graduation from high school or equivalent education; and six years of professional investigative or law enforcement experience as outlined above, two years of which have been supervisory; **OR** two years of experience as a Supervisory

CHIEF INVESTIGATOR, COMPLIANCE/ENFORCEMENT	43*	D	13.251
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COMPLIANCE/ENFORCEMENT INVESTIGATOR I	37*	D	13.258

Page 4 of 7

MINIMUM QUALIFICATIONS (cont'd)

CHIEF INVESTIGATOR, COMPLIANCE/ENFORCEMENT (cont'd)

EDUCATION AND EXPERIENCE: (cont'd)

Compliance/Enforcement Investigator in Nevada State service. *(See Special Requirements and Informational Notes)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Detailed knowledge of: agency policies and procedures. **Working knowledge of:** State personnel regulations pertinent to supervision and discipline of subordinate staff. **Ability to:** coordinate, and expedite investigations on a regional basis; coordinate, set priorities and assign work to professional staff; motivate others to perform effectively; perform administrative duties appropriate to the assigned area; interpret and apply federal, State and other jurisdictional laws and regulations; analyze routine and emergency situations and take appropriate actions; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Detailed knowledge of: State budget process. **Ability to:** manage program areas relevant to assigned area to achieve performance indicators and goals and objectivities; develop, implement and continuously review the investigative process and outcomes; direct investigative operations appropriate to assigned area.

SUPERVISORY COMPLIANCE/ENFORCEMENT INVESTIGATOR

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in criminal justice, police science, psychology, business administration or closely related field; and three years of professional investigative, law enforcement, or program related experience where standard investigative and enforcement techniques were utilized to make program compliance determinations, enforcement of state and federal laws, preparation of detailed reports for the purpose of justifying administrative sanctions, penalties or criminal prosecution. Work experience may be obtained in law enforcement, investigative, regulatory or comparable setting; **OR** graduation from high school or equivalent education; and five years of professional experience as outlined above; **OR** one year of experience as a Compliance/Enforcement Investigator III in Nevada State service. *(See Special Requirements and Informational Notes)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Detailed knowledge of: federal and State laws applicable to arrest, rules of evidence, rights of citizens, court procedures and general law enforcement. **Working knowledge of:** recordkeeping practices to obtain and store needed investigations and documents. **Ability to:** use and operate the tools and equipment necessary to perform and train others in conducting complex investigations; gain the respect of others; negotiate and formulate complaint resolution; explain methods and requirements for compliance with agency policy; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Detailed knowledge of: Nevada Revised Statutes, agency policy and procedures, and federal laws or regulations that pertain to the program area. **Working knowledge of:** supervisory principles and practices as well as State personnel policy necessary to supervise subordinate personnel; personnel management and supervision. **Ability to:** conduct the more complex casework assignments which are of a sensitive or high profile nature or that involve multiple violations or complaints; maintain good working relationships with other law enforcement agencies, government officials, the judicial system, and the general public; provide in-service training to subordinate staff on investigative methods and court room procedures; prepare and implement policy and procedures when needed; motivate others to take appropriate action; assist in the development of program goals, objectives, plans, budgets and operating policies and procedures; communicate program goals, policy and procedure to subordinate staff as well as the public.

CHIEF INVESTIGATOR, COMPLIANCE/ENFORCEMENT	43*	D	13.251
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COMPLIANCE/ENFORCEMENT INVESTIGATOR III	40*	D	13.256
COMPLIANCE/ENFORCEMENT INVESTIGATOR II	39*	D	13.257
COMPLIANCE/ENFORCEMENT INVESTIGATOR I	37*	D	13.258

Page 5 of 7

MINIMUM QUALIFICATIONS (cont'd)

COMPLIANCE/ENFORCEMENT INVESTIGATOR III

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in criminal justice, police science, psychology, business administration or closely related field; and two years of professional investigative, law enforcement, or program related experience where standard investigative and enforcement techniques were utilized to make program compliance determinations, enforcement of state and federal laws, preparation of detailed reports for the purpose of justifying administrative sanctions, penalties or criminal prosecution. Work experience may be obtained in law enforcement, investigative, regulatory or comparable setting; **OR** graduation from high school or equivalent education; and four years of professional experience as outlined above; **OR** one year of experience as a Compliance/Enforcement Investigator II in Nevada State service. *(See Special Requirements and Informational Notes)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Detailed knowledge of: civil law and related criminal law to enforce program regulations as well as to ensure State and federal compliance; methods and practices of effective investigations and what constitutes legal evidence; recordkeeping practices to obtain and store needed investigative reports and documents; computer usage and program related terminology to access and input required data. **Ability to:** prioritize numerous assignments and make needed adjustments; work independently with minimal supervision; maintain equanimity in the face of resistance, indifference and hostility; receive and resolve complaints from consumers, business representatives and other state and local agencies; delegate responsibility; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Detailed knowledge of: program laws, regulations and rules at the State, federal and/or national level. **Working knowledge of:** supervisory principles and practices; complex auditing procedures and investigative techniques involving falsified, altered or misleading documents, transactions, accounting or business records; corporate structure and business operations; policy and procedure related to conducting business in the program area. **Ability to:** plan and direct the activities of subordinates regarding investigative and auditing functions; summarize complicated factual data and present recommendations clearly; present meaningful solutions toward improvement and/or resolution of operational procedures; gain and maintain the confidence and cooperation of a variety of business and management officials contacted in the course of work; effectively present complicated and technical information to management, employees and public officials.

COMPLIANCE/ENFORCEMENT INVESTIGATOR II

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in criminal justice, police science, psychology, business administration or closely related field; and one year of professional investigative, law enforcement, or program related experience where standard investigative and enforcement techniques were utilized to make program compliance determinations, enforcement of state and federal laws, preparation of detailed reports for the purpose of justifying administrative sanctions, penalties or criminal prosecution. Work experience may be obtained in a law enforcement, investigative, regulatory or comparable setting; **OR** graduation from high school or equivalent education; and three years of professional experience as outlined above; **OR** one year of experience as a Compliance/Enforcement Investigator I in Nevada State service. *(See Special Requirements and Informational Notes)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: program laws and regulations; State and federal laws pertaining to the program area and appropriate enforcement actions; investigative principles and accepted practices; office procedures, methods and equipment; criminal law to include court procedures, laws of arrest, rules of evidence, search and seizure, confiscation of stolen property, and the legal rights of citizens; the use of force; the appropriate use and care of equipment such as firearms, handcuffs, radios, and patrol vehicle; interviewing and

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COMPLIANCE/ENFORCEMENT INVESTIGATOR II	39*	D	13.257
COMPLIANCE/ENFORCEMENT INVESTIGATOR I	37*	D	13.258

Page 6 of 7

MINIMUM QUALIFICATIONS (cont'd)

COMPLIANCE/ENFORCEMENT INVESTIGATOR II (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont'd)
 interrogation techniques; current principles and practices of criminal investigations, legal framework of the law, and court procedures. **Ability to:** establish and maintain effective working relationships with staff members; discuss and explain program regulations to persons of various backgrounds; secure facts by personal contact, observation and checking of records; interpret pertinent laws and regulations for compliance; maintain equanimity in the face of resistance, indifference or hostility; follow oral and written instructions; complete required forms and documents; review and analyze complaints for possible program or statutory violations; interview complainants, investigate complaints and correspond with complainants and company representative; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills, and Abilities for Compliance/Enforcement Investigator III.)

COMPLIANCE/ENFORCEMENT INVESTIGATOR I

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in criminal justice, police science, psychology, business administration or closely related field; **OR** graduation from high school or equivalent and two years of professional investigative, law enforcement, or program related experience where standard investigative and enforcement techniques were utilized to make program compliance determinations, enforcement of state and federal laws, preparation of detailed reports for the purpose of justifying administrative sanctions, penalties or criminal prosecution. Work experience may be obtained in a law enforcement, investigative, regulatory or comparable setting. *(See Special Requirements and Informational Notes)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Working knowledge of: investigative techniques as applied to gathering facts and information. **General knowledge of:** the functions and practices of various law enforcement and criminal justice agencies. **Ability to:** write concise, logical, grammatically correct reports; speak on a one-to-one basis using appropriate vocabulary and grammar; record information quickly and accurately; read and interpret statutes as related to program areas to make compliance determinations; speak with individuals of various social, cultural, economic and educational backgrounds.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills, and Abilities for Compliance/Enforcement Investigator II.)

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this series.

	<u>13.251</u>	<u>13.255</u>	<u>13.256</u>	<u>13.257</u>	<u>13.258</u>
ESTABLISHED:		7/1/91P 10/19/90PC	7/1/91P 10/19/90PC	7/1/91P 10/19/90PC	7/1/91P 10/19/90PC
REVISED:		2/15/91PC	2/15/91PC		
REVISED:		11/15/91PC	11/15/91PC	11/15/91PC	11/15/91PC
REVISED:		7/1/97LG	7/1/97LG	7/1/97LG	7/1/97LG
REVISED:		3/29/01UC	3/29/01UC	3/29/01UC	3/29/01UC

CHIEF INVESTIGATOR, COMPLIANCE/ENFORCEMENT	43*	D	13.251
SUPERVISORY COMPLIANCE/ENFORCEMENT INVESTIGATOR	41*	D	13.255
COMPLIANCE/ENFORCEMENT INVESTIGATOR III	40*	D	13.256
COMPLIANCE/ENFORCEMENT INVESTIGATOR II	39*	D	13.257
COMPLIANCE/ENFORCEMENT INVESTIGATOR I	37*	D	13.258

Page 7 of 7

	<u>13.251</u>	<u>13.255</u>	<u>13.256</u>	<u>13.257</u>	<u>13.258</u>
REVISED:		7/1/07LG	7/1/07LG	7/1/07LG	7/1/07LG
REVISED:		10/1/07LG	10/1/07LG	10/1/07LG	10/1/07LG
REVISED	9/17/10PC	9/17/10PC	9/17/PC	9/17/10PC	9/17/PC
REVISED	2/18/11PC	2/18/11PC	2/18/11PC	2/18/11PC	2/18/11PC
REVISED	12/12/14PC	12/12/14PC	12/12/14PC	12/12/14PC	12/12/14PC