



METROPOLITAN PUBLIC DEFENDER SERVICES, INC. JOB DESCRIPTION

SECTION ONE – POSITION INFORMATION

Classification Title:	Chief Investigator
Department:	Investigation
Supervised by:	County Director
FLSA:	Exempt

SECTION TWO – SUPERVISION RECEIVED AND EXERCISED

The Chief Investigator receives general supervision from the County Director and exercises supervision over Staff Investigators.

SECTION THREE – POSITION SUMMARY

The Chief Investigator successfully leads a team of staff investigators.

SECTION FOUR – ESSENTIAL FUNCTIONS

The essential duties of this position require demonstrable proficiency in all elements of the Investigator job description and include, but are not limited to, the following elements which require the Chief Investigator to:

- Be responsible for the leadership, supervision, coordination and efficient day-to-day operation of the Investigators in a County office in addition to carrying a partial caseload.
- Assume leadership role in designing and implementing initial and on-going training for investigators.
- Serve as part of the MPD management structure; make recommendations to County Director and Executive Director on management and planning issues, including intra-county transfer of staff. Participate actively in the management meetings, including formulation and implementation of goals and objectives within the office in conjunction with County Director; participate in officewide management team meetings.
- Assist County Director in assigning Investigators to individual groups.
- Build a strong section, resolve individual team or group conflicts and arrange coverage for short and long term absences of staff.
- Assist with dissemination of information.
- Facilitate smooth handling of cases when staff changes occur to assure appropriate distribution of cases, especially during case transfers.
- Solicit input for and prepare performance evaluations for all Investigators in the county on a timely basis.
- Closely monitor performance of new hires during evaluative period. Communicate areas of concern and establish and conduct monitored improvement programs with objectives and timelines. Make recommendation to County Director concerning future employee status decisions for staff in evaluative period.
- Closely monitor performance of employees in any stage of the progressive disciplinary process. Communicate areas of concern, establish and conduct monitored improvement

programs with objectives and timelines. Take disciplinary action, as necessary, and make recommendations to County Director for additional disciplinary action including termination.

- Assure regular section meetings for administrative, case and office-related issues; assure that regular meetings are conducted by the individual teams within groups for case handling decisions; instill a sense of cooperation and identity within the section while maintaining a sense of allegiance to the office and the multi-team concept.
- Serve as a mentor to newly assigned staff (particularly new hires) to assist them in their development within their group and the office.
- Work in conjunction with the Director of Training and Outreach in identifying and planning training to enhance the skills of Investigators and to assist them in transitions between groups. Take an active role in training of new hires and on-going staff training.
- Monitor and complete personnel related duties, forms and paperwork on a timely basis including payroll change notices and leave requests.
- Arrange participation in the interview process by Investigators; coordinate coverage, as necessary, to facilitate staff involvement in interviewing.
- Serve as a resource to internal committees and study groups; serve as a resource to employees in all job classes.
- Respond to changes in the court system and system requirements in a manner which promotes the interests of clients, staff and MPD.
- Professionally represent MPD as part of the management Team

SECTION FIVE – NONESSENTIAL FUNCTIONS

- Participate in public relations efforts on behalf of MPD including presentations before other agencies, schools and various community groups to advance the concept of the need for effective assistance of counsel.
- Participate actively on committees and task forces, as requested.
- Review and approve monthly mileage reports for Investigators.
- Other specialized projects, tasks, as assigned.

SECTION SIX – EQUIPMENT OPERATED

Office phones, cell phones, computer, fax, calculator, printer, copier, scanner, digital video and digital cameras.

SECTION SEVEN – JOB SPECIFICATIONS

KNOWLEDGE

- High school diploma or GED.
- Education or experience working in the legal or social service field.
- English usage, spelling, grammar and punctuation.
- Proper telephone etiquette.
- Basic usage of modern office equipment and Microsoft Office software.
- Basic mathematical principles.
- Principles and practices of working safely.

SKILLS

- Skill in operating a computer to search, update, correct, and retrieve information.
- Skill in communicating orally and in writing with a variety of people, gathering and exchanging information.
- Skill in operating typical office equipment such as office phones, cell phones, computer, fax, calculator, printer, copier, scanner, digital video and digital cameras.

ABILITIES

- Ability to lead by example in the handling of work assignments, as well as in the treatment of staff and others in the criminal justice system.
- Ability to recognize and analyze personnel related issues, seek advice, make and implement appropriate decisions within the framework of the collective bargaining agreement, policy manuals and the law.
- Demonstrated ability to supervise and assume an office leadership role, including the ability to delegate tasks and authority, as appropriate.
- Ability to create an attitude of cooperation, professional growth and unity within teams, sections and groups recognizing the MPD multi-team concept.
- Ability to provide team leadership and to resolve conflicts within individual teams, within the group, or between groups.
- Ability to effectively carry out evaluations and direct the disciplinary process as needed.
- Demonstrated Investigative skills to effectively handle all types of cases and to share expertise with other staff members.
- Ability to pass an annual criminal background check and DMV check.
- Ability to observe, remember, recall and communicate details accurately and completely.
- Ability to develop professional, accurate, and detailed reports.
- Ability to meet deadlines.
- Ability to work flexible hours including evenings, nights, and/or holidays as necessary, in order to contact witnesses and information sources.
- Ability to access clients and witnesses in correctional facilities (may preclude employees and applicants arrested and jailed).
- Ability to testify in court without impeachment (may preclude employees and applicants convicted of certain crimes within the prior 15 years).
- Ability to travel to the courthouse or other criminal justice system facilities to see clients and witnesses, or to testify in court.
- Ability to transport or arrange for the transportation of files, trial notebooks, evidence, exhibits, and other related materials to and from the courthouse and other criminal justice system facilities.
- Ability to visually search, enter, edit computerized data.
- Ability to maintain confidentiality of agency records.
- Ability to courteously greet employees, clients and guests.
- Ability to deal effectively with people of widely divergent backgrounds.
- Ability to relate empathetically to clients and their special needs.
- Ability to learn and work within office policies and procedures affecting assigned work.
- Ability to apply office policy, procedures and work rules affecting assigned work.
- Ability to organize work efficiently and to make appropriate decisions concerning work methods.
- Ability to review forms or information for accuracy and completeness.
- Ability to apply common sense understanding to carry out instructions.
- Ability to work independently and as part of a team.

SECTION EIGHT – PHYSICAL REQUIREMENTS

Work is generally sedentary, in an office setting, courthouse, field location or jail facility. There are frequent requirements for some physical activity such as carrying boxes of records weighing up to 10 pounds, stooping to extract records from files, or carrying and setting up display easels in court.

Must have the ability to drive a vehicle and a valid Driver's License so good hearing and at least 20/40 vision with glasses or corrective lenses is required.

Must have visual acuity, clear speech and keen hearing.

SECTION NINE – WORK ENVIRONMENT

The work environment is friendly, team-oriented, cooperative and respectful. The requirements of this position are performed primarily in an office setting although daily field work occurs about 40% of the time. Investigators work a majority of their hours between from 8:00 a.m. to 5:00 p.m. Monday through Friday. Ability to work flexible hours including evenings, nights, and/or holidays as necessary, in order to contact witnesses and information sources.

Regular and predictable attendance is a requirement of the job.