



APRIL 2018
FLSA: NON-EXEMPT
Bargaining Unit: GE
JCN: 5607

County of El Dorado

September 1996
August 2014

INVESTIGATIVE ASSISTANT

DEFINITION

Under general supervision, ~~provides service~~ performs technical investigation support to the Public Defender's and District Attorney's Offices relating to the prosecution or defense of felony, misdemeanor, juvenile, civil ~~or criminal process, and related cases~~ such as, court orders, writs, affidavits, summons, complaints, notices, subpoenas duces tecum, and subpoenas; prepares proof of service for such ~~process and processes~~; assists in routine investigative duties; and performs related duties as assigned.

DISTINGUISHING SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Supervising Investigator (District Attorney) or Supervising Investigator (Public Defender). Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This ~~skilled support is the fully qualified journey-level~~ classification ~~performs or assists in the investigation series.~~ Incumbents perform technical investigation support and perform or assist in routine investigations under close supervision of a fully trained investigator. Positions at this level receive instruction or assistance as new or unusual situations arise

This classification is distinguished from the Investigator (~~D.A.) District Attorney~~) and Investigator (~~P.D.) Public Defender~~) in that the latter are experienced investigator classes, which exercise a high degree of independent judgment, and have ~~on-going~~ ongoing decision making responsibility in their work. ~~This classification is further distinguished from that of Investigator (D.A.) in that the latter is a sworn class with peace officer status.~~

EXAMPLES OF DUTIES/TYPICAL JOB FUNCTIONS (Illustrative Only)

- Receives legal process and written instructions for service of documents to absent parents, witnesses, and other individuals as required.
- ~~Locates witnesses and serves subpoenas for appearance in court or other hearings.~~
- Conduct Identifies and locates witnesses, victims, suspects, and persons by using information obtained through law enforcement databases, directories, utility records, internet sources, public or private agencies, employers, families, neighbors, or other individuals
- Conducts necessary investigation to locate witnesses, absent parents, and others as needed including, but not limited to, various computer checks, contacts with other agencies, family members, employers, and neighbors to gain information regarding the whereabouts of the individual and ~~effect~~ affect the service of process.
- Inform person(s) served Performs and assists in routine investigations of alleged violations of the general contents of the law.

- Performs field service of civil and criminal legal process such as subpoenas, summons, and complaints; makes positive identification of persons served, and time and location of services.
- Researches, collects, and preserves materials which may be used as evidence; photographs, diagrams, and documents served evidence needed by investigators, attorneys, and others in support of a legal case; reviews records for personal history or other information; prepares written and statistical reports.
- ~~Maintain~~ Maintains records and files of assigned cases, preserving all documentation of efforts to locate and serve individuals.
- Attends court sessions as necessary to serve witnesses and to provide testimony regarding measures taken to locate witnesses.
- ~~Transport~~ Transports witnesses for court appearances, and ~~inform~~ informs witnesses when court is ~~canceled~~ cancelled or postponed.
- Maintains communication with law enforcement and other agencies as required.
- Assists in collecting and verifying documents, statements, evidence, testimony, and preparing summary reports as assigned.
- ~~Provide~~ Provides general support to ~~Investigators~~ investigators in day-to-day operations of the ~~Department~~ department.
- ~~Attendance and punctuality that is observant of scheduled hours on a regular basis.~~
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic investigative techniques and procedures.
- Legal rights of citizens.
- ~~Techniques of interview and interrogation.~~
- Interview techniques.
- Report writing techniques.
- Applicable federal, state, and local laws, regulatory codes, ordinances and procedures relevant to rules of evidence and criminal investigations.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including correct English usage, the meaning and spelling, of words, rules of composition, and grammar and punctuation.

Skill in:

- ~~Planning and organizing~~ Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Plan and organize daily workload and ~~maintaining~~ maintain a simple ~~record keeping~~ recordkeeping system.
- Developing Develop information from varied sources to identify and locate persons to be served.

- ~~Evaluating~~ Evaluate situations and people, and ~~exercising~~ exercise proper judgment in handling various situations.
- ~~Communicating effectively~~ Obtain information through interview.
- Utilize automated online systems to collect and/or verify information.
- Analyze and evaluate facts, statements, and other information.
- Draw logical conclusions and make appropriate recommendations.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Serve subpoenas and deliver other legal documents in a timely fashion.
- Testify in court.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- ~~Communicate clearly and concisely,~~ both orally and in writing, using appropriate English grammar and syntax.
- ~~Establishing and maintaining~~ Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- ~~Establish, maintain, and foster positive and~~ effective working relationships with ~~others, both within the office and with other agencies.~~

Other Requirements:

those contacted in the course of work.

- ~~Must possess a valid driver's license.~~

Education and Experience:

~~Two~~ Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to graduation from high school and two (2) years of investigative experience involving the use of various search procedures, including ~~skip tracing techniques in~~ locating, observing, and interviewing individuals and preparing reports of findings. ~~Twelve (12) semester units of administration of justice~~

Experience in a public defender's office, district attorney's office, or similar law enforcement agency is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

~~Must possess criminal justice college level course~~ mobility to work ~~may be substituted~~ in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to perform investigations, visiting various County and meeting sites; mobility, physical strength, and stamina to perform assigned duties; vision to maintain firearms qualification and to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the

telephone or radio. The job involves fieldwork requiring frequent walking on uneven terrain, and climbing and descending structures to access crime scenes and to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate law enforcement equipment. Positions in this classification frequently bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 15 pounds as necessary to perform job functions. Reasonable accommodations will be made for ~~one year of the above required experience~~ individuals on a case-by-case basis.

~~**NOTE:** The above qualifications are a typically accepted way of obtaining the required knowledge and skills.~~
ENVIRONMENTAL CONDITIONS

Employees work indoors and outdoors, and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspaces, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with members of the public or with staff under emotionally stressful conditions while investigating. The principal duties of this class are performed in an environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.

WORKING CONDITIONS

Must be willing to work after hours, weekends, and holidays; off-hours; and on-call.