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JOB DESCRIPTION POINT RATING EVALUATION PLAN

Working Title Senior Investigator	Name
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Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry
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Present Classification	Requested Classification
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Dept ID	Program Code	Project Code (if applicable)
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PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see [Section 2.3](#)).

Reporting to the Manager of Investigations, the CIU Senior Investigator (PS 4) is the advanced level in terms of knowledge of legislation and investigation skills and experience. This position promotes a fair marketplace by providing information to the public and business community, conducting investigations, and taking enforcement actions under department consumer protection legislation. In addition, as a Peace Officer, investigations may be conducted and enforcement action taken under the delegated Criminal Code offences of theft, fraud, false pretences and forgery as it relates to consumer protection legislation. Investigations may involve co-operative cross border and provincial jurisdictions enforcement actions.

Primary investigation focus is on complex, multifaceted, politically sensitive and high priority complaints/offences under the statutes administered by Consumer Services and delegated provisions of the Criminal Code of Canada. Provincial Statutes set the jurisdiction of the investigation and available enforcement remedies. Program Directors and legal counsel provide interpretation guidelines for statutes. Established Department Policy and Procedures set operating guidelines for investigations and file work.

The Senior Investigator will make use of a full range of advanced and innovative investigation techniques and tools including executing search warrants and employ a variety of enforcement tools such as administrative action, Civil Actions, Injunctions, and prosecutions. The Senior Investigator works with minimal direct supervision. Key responsibilities include handling critical investigations, acting as a lead investigator where a team of investigators is required, assist in training of entry level investigation staff and act as a resource for other investigators

The Senior Investigator will liaise with a wide variety of external law enforcement agencies at all levels of government including national and international and respond to inquiries from the public and business community. Other responsibilities include promoting consumer awareness through partnerships with external. The position may be required to act as Acting Manager of Investigations or Case Assessment Officer on occasion.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

1. Investigate complaints and offences in a timely manner, in accordance with legislation, policy and procedures to provide consistent enforcement of a range of consumer protection legislation and delegated criminal code offences. Investigations may be subject to periodic review and monitoring for compliance with investigation standards. The Investigator may consult with the Manager/Director of Investigations, Program Directors and legal counsel during the course of an investigation.

Activities

- Completes investigations in a timely and thorough manner in accordance with department policies, procedures and operating guidelines.
- Conducts investigations by: gathering, securing and preserving evidence; interviewing complainants; interviewing witnesses and respondents; taking statements and warned statements; examining records.

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- Takes warned statements.
 - Seek legal opinions on interpretation and application of legislation.
 - Makes recommendations for enforcement action to obtain compliance with legislation including warnings, reprimands, prosecutions, hearings, undertakings, restraining orders, and civil contempt based on evidence.
 - May issue a violation ticket for tenancy offences without consultation with Manager of Investigations.
2. Act as the lead investigator in cases where a team of investigators is required. Will ensure that adequate resources are requested and accessed to ensure the investigation can be completed properly and in a timely fashion.

Activities

- Identifies and obtains with appropriate authorizations, resources for team including staffing and equipment.
 - Develop and co-ordinate investigation plan and allocates resources and responsibilities required.
 - Provides direction to team and acts as consultant when required.
 - Analyzes results and prepares recommendations
3. Facilitates regulatory action, relating to legislation, policy and procedures, to provide professional and accurate information to the court and administrative hearing processes.

Activities

- Subject to review of Manager/Director of Investigations, prepare court documents (court brief, prosecutor's information sheet, information, summonses and subpoenas, or documents required for administrative action).
 - Serve summonses on accused and subpoena on witnesses.
 - Prepare court documents including draft charges and swear Informations; prepare summonses and subpoenas, Affidavits.
 - Act as a Crown witness and act as a liaison between the Crown and other witnesses; provide assistance to Crown Prosecutor during court appearances.
 - Liaise with other law enforcement agencies and Crown Prosecutor
 - Issue warning letters or recommend statute administrator do so.
 - Draft supplier Undertakings on behalf of the Statute Administrator.
 - Prepare documentation, appear as a witness, or act as Case Presenting Officer in administrative hearings.
4. Conduct inspections to ensure compliance under legislative authority.

Activities

- Reviews financial and business records for compliance, identify deficiencies and notify businesses of review results.
 - Liaises with other law enforcement agencies and Crown Prosecutor.
 - Issue warning letter, or make recommendation to the statute administrator.
 - Drafts supplier Undertakings on behalf of the Statute Administrator.
 - Prepares documentation, appear as a witness, or assist Case Presenting Officer in administrative hearings.
5. Acts as a resource.

Activities

- Assists in completing training requirements for Investigators (PS 2) or Investigator 2 (PS 3) by sharing knowledge and expertise.
- Consults on investigative techniques and acts as a general resource for other investigators.
- Participates in legislative, policy and program working committees and provide feedback as requested.
- Assists other jurisdictions in investigations as a result of the Co-operative Enforcement Agreement or other law

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enforcement partnership agreements.

6. Participate in partnerships, as needs are identified, to increase consumer awareness of departmental legislation and improve relationships with external enforcement agencies.

Activities

- Provides media interviews under direction from Communications and group information presentations.
- Participate with external enforcement agencies including City Police, RCMP, and other Provincial/ Federal/ International agencies when conducting joint investigations.
- Works with agencies/community groups to raise consumer awareness levels of their clients.
- Maintains appropriate network of contacts.

7. (To be added for appropriate locations) Managing a Satellite Office ensuring operational needs including equipment and resources, and that a local presence is met.

Activities

- Represents the department in a professional manner throughout the Region.
- Identify marketplace trends and concerns.
- Maintain a strong presence through networking with other community agencies.
- Ensure operational needs of office are met regarding equipment, resources, etc.

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.

- Methods of investigation and evidence gathered during an investigation must withstand the test of Charter challenges; new challenges emerge as court precedence is set in law. Investigators may be required to obtain search warrants or production orders and seize evidence during the investigation.
- The Senior Investigator will make recommendations regarding:
 - The most appropriate investigative method to collect information and evidence on an investigation.
 - Type of evidence to collect on an investigation
 - Which files should be the subject of further enforcement action.
- Enforcement activities flowing from the investigation may include one or more of the following actions: warnings; prosecutions resulting in fines, jail terms, probation, conditional sentence orders or a combination thereof; Injunctions; Civil action, administrative action on the license of a regulated business, Director's Order, seizure of assets and restitution to consumers. The investigation results may impact consumers and businesses at a provincial, national or international level.
- As a result of the investigation, the Investigator may identify deficiencies in legislation administered by the department and may make recommendations for legislative amendments.

KNOWLEDGE, SKILLS & ABILITIES: Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.

- University degree in a related field (Business, Commerce, Economics) or equivalencies and a minimum of five years experience in investigations in a regulatory environment. Prosecution and administrative action experience is an asset.
- An extensive knowledge of department consumer legislation; advanced, varied and innovative investigation techniques, and has demonstrated the use and application of a variety of enforcement tools in an administrative and regulatory environment.

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- In depth knowledge of other related provincial and federal statutes that affect investigations in the consumer marketplace such as Charter of Rights and Freedoms, Criminal Code, Alberta Evidence Act, Interpretations Act, Provincial Offences Procedures Act, Competition Act, and the Civil Enforcement Act.
- Ability to be appointed as a Peace Officer under the Peace Officer Act for the purpose of enforcing the following provincial statutes: Cemeteries Act, Charitable Fund-raising Act, Condominium Act, Cooperatives Act, Consumer Protection Act, Government Organization Act, Mobile Home Sites Tenancies Act and Residential Tenancies Act. Criminal Code of Canada (specified sections of fraud, theft, false pretences and forgery).
- Individuals require effective listening skills and ability to provide appropriate verbal, non-verbal and written communications, adaptability to change, problem solving and judgment to assess options and implications in order to identify a solution appropriate to workload requirement. Conflict resolution, tact and organizational skills are required to attend to the sensitivity and diversity of issues addressed by this position.

CONTACTS: The main contacts of this position and the purpose of those contacts.

- Business community
- Law enforcement agencies
- Other government departments
- Industry & trade associations
- Investigation staff