

BACKGROUND INVESTIGATION MANAGER (1759)

TASK LIST (2022)

A. Administrative

1. Reviews and analyzes background investigations in order to ensure they are conducted in compliance with Civil Service Commission rules and policies and the California Commission on Peace Officer Standards and Training (POST) manual, based on Section 3300 of the California Government Code.
2. Analyzes the unit's activities and writes narrative reports regarding background investigation and administrative developments to present information to division and bureau management in order to provide recommendations for current and/or potential issues.
3. Evaluates the work performance of Background Investigators by reviewing their daily activity reports (e.g. reference checks, interviews with past employers, developing references, financial and criminal record check with agencies) to ensure that background investigators are performing their investigative duties properly, are provided priority background cases (when candidates have passed all other test parts), and are designated a suitable workload.
4. Conducts complex investigative reports on highly sensitive background investigations (i.e. General Manager/Assistant General Manager positions) to ensure that individuals in said positions are not subject to liability concerns (i.e. recent financial, employment, and/or criminal issues).
5. Implement new and/or revised policies, regulations, training, and procedures (i.e. notifying changes through written reports, memos, and staff meetings) as they relate to the background investigations of sworn and other Public Safety candidates to division staff in order to ensure compliance with current background investigation standards.
6. Tracks the status of investigative cases (e.g., number of cases on the floor, number of completed cases) assigned to Background Investigators in order to provide updates to upper management and anticipate and resolve issues.

B. Supervision

7. Counsels subordinates regarding work related issues such as rule infractions, attendance problems, job performance and work place behavior, and suggests sources of help such as the Employee Assistance Program (EAP) or training in

order to ensure Equal Employment Opportunity compliance is adhered and to improve work performance.

8. Plans work of unit, assuring priority assignments are handled first; considers assignments in terms of content, difficulty, safety, and timeframe as well as employee workload, capabilities, and developmental needs; and assigns responsibility and explains assignments in order to ensure workload is appropriately distributed among staff and that they are prepared to complete it as directed.
9. Engages employees by communicating goals, objectives, roles, and provides feedback on employees' contributions and performance through personal contact, recognition, and awards in order to increase morale and encourage employees to perform tasks efficiently and effectively.

C. Advisory

10. Recommend policies, training, and procedures as they relate to the background investigations of sworn and other Public Safety candidates to division and/or bureau management in order to improve and/or revise background investigation standards as necessary.
11. Review subordinates' recommendations regarding candidate background investigation results based on Civil Service Commission rules and POST standards to determine if candidates should be disqualified, approved, or deferred from the backgrounds investigation process.
12. Analyzes statistical reports to identify deficiencies and possible improvements on unit productivity (i.e. number of cases received and completed) in order to provide recommendations to management on viability of cases (e.g. completion of other test parts) to increase unit effectiveness.
13. Clarifies and/or resolves staffs' concerns regarding work assignment issues such as deadline conflicts, inconclusive or difficult to interpret background investigations, or not meeting clients' hiring goals by holding staff meetings and/or one-on-one meetings to determine viable solutions and/or recommendations.

D. Leadership

14. Directs, through subordinate supervisors, the investigative process and administrative operations for use within the Background Investigation Division by assigning field investigations and managing background cases (e.g. prioritizing,

auditing, directing, and tracking completion) to ensure thorough and timely completion of investigations based on clients' hiring goals.

15. Oversee case reviews of the post audit team (e.g. examining completion of law enforcement checks, collection of appropriate signatures, use of appropriate format standards , and inclusion of necessary case review information such as references, school, employment, and education level evaluation) in order to ensure compliance with POST requirements.

E. Miscellaneous

16. Represents Personnel Department management at meetings with the Mayor Office, City Council, other City departments, before City Council and its Committees, and City Commissions on public safety background investigation matters regarding staffing, budget, and legal concerns.