

UTILITIES SERVICES INVESTIGATOR, 1631

Summary of Duties : Secures evidence of theft or damage to Department of Water and Power property and facilities; investigates reports of damage to temporary electric meter and service installations; makes criminal and other investigations; and does related work.

Distinguishing Features : A Utilities Services Investigator acts as a special agent who works under general supervision in detecting cases and investigating reports of damage to, or theft of property owned by the Department of Water and Power. Based on these investigations and security inspections, an employee in this class may determine security needs and make recommendations to improve security provisions in the Department of Water and Power. The class of Utilities Service Investigator is distinguished from other classes in that the investigator is primarily concerned with the problem of detecting and preventing the misuse, damage to, or theft of property, rather than with the operating functions, such as the installation, maintenance, or operation of the Department's equipment on the customers' premises or with the adjustment of water or electric bill complaints.

Example of Duties : Investigates reports of damage to Department property and streetlights; patrols Department transmission line roads to control vandalism and the dumping of materials; attempts to control the breakage of streetlights and misconduct of employees relative to damage or theft of Department property; negotiates the adjustment of claims for reimbursements to the Department resulting from damage and vandalism and collects monies due;

Investigates reports of illegal or improper use, diversions, or theft of Department materials or tools; gathers and submits evidence in cooperation with law enforcement agencies for the purpose of issuing complaints for criminal prosecution; signs these complaints as complaining witness and acts as witness in court cases;

Acts as a special agent for the Department in the investigation of a wide variety of complaints and disputes involving employees, customers, contractors, and citizens; explains Department policies, procedures, rules, and regulations and attempts to settle differences causing complaints; serves court orders and processes;

Calls the Police Department for assistance when required; determines if arrests should be made or citations issued; contacts law enforcement agencies and others outside the organization for the purpose of furnishing or obtaining information concerning damage, theft, or misuse of Department facilities; recovers and takes possession of stolen property;

Conducts security surveys of various facilities and makes recommendations for improvement of security measures; evaluates the effectiveness of Department security systems, policies, and procedures

as they relate to preventing damage to, or theft of, Department property, services, and facilities; makes recommendations for improvement of security to protect Department property and facilities from theft or damage; acts as liaison to other security and enforcement agencies in maintaining security and conducting inspections of Department of Water and Power property and facilities; and may occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications: A good knowledge of the organization, policies, procedures, rules, and regulations of the Department of Water and Power; a good knowledge of the provisions of criminal law relating to the apprehension, arrest, and prosecution of persons committing theft or vandalism of Department property and facilities; a good knowledge of sound investigative practice and techniques, including identification and modus operandi; a working knowledge of the means, methods, and types of theft and damage typically occurring to the property and facilities of a large public utility; the ability to analyze situations and to adapt quick, effective, and reasonable courses of action; the ability to analyze security measures and policies and to make recommendations for improvements; the ability to understand and follow oral and written instructions; the ability to testify in a clear, convincing and effective manner; the ability to prepare clear and comprehensive reports; and the ability to deal tactfully and effectively with the public under adverse circumstances with a minimum of supervision.

Two years of experience in law enforcement or in a position at least at the level of Senior Commercial Field Representative which provides experience in conducting field investigations relative to industrial theft and vandalism or diversion of utilities service is required for Utilities Service Investigator.

License: A valid California driver's license and a good driving record are required.

Physical Requirements: Strength to perform average lifting of less than 5 pounds and occasionally over 15 pounds; good speaking and hearing ability; and good eyesight.

Persons with medical limitations may, with reasonable accommodations, be capable of performing the duties of some of the positions in this class. Such determination must be made on an individual basis in light of the person's limitations, the requirements of the position, and the appointing authority's ability to effect reasonable accommodations to the person's limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.