



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
01/15/2015

Agency: Oregon Department of Corrections

Facility: Background Investigations

[] New [x] Revised

This position is:

- [x] Classified
[] Unclassified
[] Executive Service
[] Mgmt Svc - Supervisory
[] Mgmt Svc - Managerial
[] Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: Investigator 2
b. Classification No: C5232
c. Effective Date: 01/15/2015
d. Position No: 1100009
e. Working Title: Background Investigator
f. Agency No: 29100
g. Section Title: HR Operations-Background Unit
h. Budget Auth No: 000932140
i. Employee Name: (vacant)
j. Repr. Code: AAON
k. Work Location (City - County): Salem, OR
l. Supervisor Name: Maggie Wollaston
m. Position: [x] Permanent [] Seasonal [] Limited Duration [] Academic Year
[] Full-Time [] Part-Time [] Intermittent [] Job Share
n. FLSA: [] Exempt [x] Non-Exempt
If Exempt: [] Executive [] Professional [] Administrative
o. Eligible for Overtime: [x] Yes [] No

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

This position is located within DOC's Human Resources Division, in HR Operations' Background Investigations Unit. The HR Division is agency-wide, serving over 4500 permanent full-time and part-time employees located throughout the state. The HR Division is responsible for law/rule/contract interpretation and administration of HR programs which includes recruitment, classification and compensation, FMLA/OFLA, labor and employee relations, training, and background investigation.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

The primary purpose of this position is to investigate the employment background, driving and military records and other pertinent data collected on applicants for employment, and to develop recommendations for hire.

SECTION 3. DESCRIPTION OF DUTIES

The employee in this position is expected to recognize their responsibility to act ethically at all times in accordance with the very highest standards of integrity.

Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.

The incumbent is expected to perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully; engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associations; develop good working relationships with division and agency staff and supervisors through active participation in cross-divisional group projects and in identifying and resolving problems in a constructive, collaborative manner; demonstrate openness to constructive feedback and suggestions, in an effort to strengthen work performance, and contribute to a positive, respectful and productive work atmosphere.

The Oregon Accountability Model (OAM) depends upon a team approach to custody with security-series personnel and non-security personnel communicating effectively to maintain safe, secure, and sanitary correctional environments while preparing inmates for successful reentry into the community. The vast majority of ODOC inmates will return to Oregon communities. Enhanced public safety, lower crime rates, and reduced recidivism can all be tied directly to attitudes and actions of correctional staff who must effectively apply ODOC rules and transition initiatives in their daily interaction with inmates. All staff are expected to model pro-social behaviors; reinforce positive behaviors; redirect negative behaviors; and effectively communicate observed behaviors to responsible program staff, administrators, and supervisors in support of the OAM.

Correctional Case Management (CCM), the critical next step toward implementation of the Oregon Accountability Model, is a proactive, collaborative, multi-disciplinary process. The CCM process unifies procedures and personnel to balance departmental resources and an inmate's needs throughout his/her incarceration and community supervision.

Correctional Outcomes through Research and Engagement (CORE), is designed to monitor and measure the work we do every day. This allows DOC to identify opportunities to improve and/or streamline processes, use data to identify constraints, effectively use resources and, ultimately, promote public safety. CORE provides employees with opportunities to influence and improve the fundamental ways we do business.

The Oregon Department of Corrections has a zero-tolerance of sexual abuse and sexual harassment within its Institutions/Administration Buildings/Facilities owned, operated, or contracted. The intent of the Prison Rape Elimination Act (PREA) is to ensure a safe, humane, and secure environment, free from the threat of sexual abuse and sexual harassment for all inmates and employee/volunteer/contact/intern workers. All forms of sexual contact and sexual harassment between inmates and employees/volunteers/contractors/interns are prohibited by Oregon Department of Corrections policy. Therefore, if you are aware of any such incidents, you have a duty to report them to your supervisor.

All Department of Corrections staff have a valuable role in the delivery of multi-disciplinary services. Despite differences in their training, culture, and job specific mission, they all have some common goals. When all DOC staff share appropriate information and assist in the case planning of inmates, both the quality of change and the safety of the correctional environment improve. Mutual respect, proper orientation and training, and ongoing communication and cooperation provide the foundation of correctional case management. All staff are expected to follow CCM principles and practices.

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "Essential" (E) or "Non-Essential" (NE) function.

% of Time	N/R/NC	E/NE	DUTIES
-----------	--------	------	--------

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

70%			<p><u>Investigates the background of applicants:</u></p> <p>Conducts thorough and complete background investigations according to department policies, applicable laws, and procedural requirements; reviews applications/PHQ-Personal History Questionnaire (and other documents, as required to determine suitability) for completeness and directs applicants to provide additional information if needed; obtains proper information release documents.</p> <p>Uses critical thinking and caseload management strategies to successfully manage numerous cases in varying stages of the investigative process.</p> <p>Researches, obtains, and reviews data from various databases and information systems to verify information and/or check for inconsistencies related to applicant information Utilizes internet sites such as Google, Web LEADS, National Testing Network, and government sites to conduct a variety of searches.</p> <p>Uses critical thinking and judgment combined with an extensive working knowledge of the Oregon Revised Statutes to compare crimes and statutes from other states for similarities with Oregon laws and note the similarity or dissimilarity determine if convictions in other states result in discretionary or mandatory life time disqualifiers by DPSST.</p> <p>Gathers, analyzes, and verifies personal, professional, credit/financial, educational and other important documents; contacts other agencies, governments, and professional organizations to obtain, investigate and verify information.</p> <p>Reviews and analyzes background information from employers, educational institutions, personal references, landlords, neighbors and family. Questions individuals by mail, telephone and/or in person. Using critical thinking & investigative experience, develops and pursues lines of inquiry for investigative interviews. Conducts investigative interviews of personal and professional references and contacts for information regarding applicant's suitability for position.</p> <p>Interviews may be conducted face-to-face with applicants as well as in-home interviews as appropriate. Conduct applicant interviews via video conferencing or telephone as needed and</p>
-----	--	--	--

when appropriate.

Be able to locate and interview individuals not listed as a reference on the candidate's application.

Using training and experience when either interviewing & or interrogating to assesses a person's potential based on interactions during the interview whether conducted on the phone and/or in person.

Uses critical thinking & judgment and investigative skills & experience at all times to develop an investigative course of action.

Manage interviews and dissemination of information.

Produce recommendations for hire:

Analyzes investigation results and draws logical and objective conclusions. Prepares letters, reports and written investigative narrative detailing and clearly defining the applicant's suitability or non-suitability for the agency; confers with hiring managers; makes recommendations regarding suitability for employment.

Engages in dialogue on a regular basis with managers and other customers at the correctional institutions and functional units to gain knowledge of their unique requirements and to develop and maintain effective and cooperative working relationships.

Ensures staff and managers are provided with timely and appropriate information related to investigations.

Works effectively in a team environment requiring effective communication, collaboration and time management. Respect for your peers, develop camaraderie, share tasks, responsibilities, and encourages open discussions.

Maintains investigative proficiency by keeping abreast of legal issues (case law), technology, and investigative techniques by attending training sessions, seminars and conferences; trains and advises others as required.

Responds to requests for information; assists outside agencies when appropriately requested to provide background information regarding previous applicant background investigation; answers applicant questions; refers requests or questions to managers, as appropriate.

Travel both in and outside of Oregon will be required at times to interview sources and verify information.

		<p>Possesses a valid driver's license and drives to a variety of locations in a variety of weather conditions to conduct investigations and recruitment activities.</p> <p><u>Confidentiality:</u></p> <p>Background Investigators conduct investigations on applicants and current Department of Correction's employees who have applied for public safety positions within the department. Applicants are required to disclose personal information to include, but not limited to; financial records, relationships, inappropriate behavior and arrest history.</p> <p>All investigators are held to the upmost highest expectation of confidentiality. Information will not be shared, discussed, or disseminated outside the unit or beyond hiring managers.</p>
20%		<p><u>Recruitment Activities:</u></p> <p>Participates on a team, which conducts community recruitment presentations to a variety of venues to gain valued candidates. Attends job fairs, recruitment opportunities and other activities which promotes the Oregon Department of Corrections or coordinates other staff members to attend the events.</p> <p>Builds applicant sources by researching and contacting community services, colleges, employment agencies, recruiters, media, and internet sites; providing organization information, opportunities, and benefits; making presentations; maintaining rapport.</p> <p>Travel both in and outside of Oregon will be required at times for recruiting events and activities.</p>
10%		<p><u>Consulting:</u></p> <p>Provide technical and consultative-level assistance to Recruitment staff, HR managers, DOC managers, Institution Security Managers, supervisors, employees and the general public to resolve issues in the investigation process or to provide information.</p> <p><u>Policy development:</u></p> <p>Assist in the development of DOC policies, procedures and forms related to the background process as needed.</p> <p><u>Other:</u></p> <p>Other duties as assigned.</p>

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

This is a typical office environment. Position requires direct contact with applicants and members of the community in order to conduct thorough investigations. Position also requires some interaction with convicted felons in institutions and in office areas.

Demonstrate strong verbal and written communications skills and exhibit professional demeanor in all situations at all times.

Adapt to changing situations and environments as they occur and be able to interact with people from all walks of life and socioeconomic levels.

Travel between institutions, including overnight stays, may be frequent and required. Travel for recruitment reasons such as job fairs and recruitment events at colleges at times will require in state and out of state travel involving car and airline travel with required overnight stays. Employee must have and maintain a valid driver's license.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

Must be able to apply Human Resources rules, policies and labor relations law; Criminal Code of Oregon; DOC rules, policies and procedures, collective bargaining agreements; OSHA regulations; DAS Administrative Rules (OARs); LEDS policies and procedures; DMV regulations; DPSST guidelines and policies; Fair Credit Reporting Act.

b. How are these guidelines used?

Position requires that the occupant be able to identify the policy, law, rule, etc. that applies to each aspect of a background; to research and apply the policy, law, rule correctly and consistently.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
General Public	In person/phone/email/mail	To respond to inquiries, gather and provide information	Daily
Supervisors & Managers	In person/phone/email/mail	Collect and disseminate information	Weekly
Law Enforcement Agencies	In person/phone/email/mail	Information exchange	Daily
DOC HR staff	In person/phone/email/mail	General personnel administration	Weekly
Job Applicants	In person/phone/email/mail	Schedule and conduct interviews	Daily
Other agency staff	In person/phone/email/mail	Provide and collect information	Daily

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

Typically, based upon analysis of all available information, this position makes recommendations to hiring managers regarding whether to hire an applicant; makes effective recommendations on HR issues in recruiting, development of policies and procedures, etc.; makes interpretive decisions of LEDS/DMV data to determine an applicant's eligibility. The direct effect of sound recommendations is hiring of personnel who will be assets to DOC. The direct effect of unsound recommendations or decisions is the creation of inequities, precedents, morale problems, grievances and the expense of separating the employee from DOC.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>				
Lead Background Investigator	0500530	Reviews investigation report, correcting any deficiencies. Provides input to HR Operations Administrator.	Daily	Backgrounds are complete using consistent methods.
HR Operations Administrator		Establish performance metrics for the unit. Evaluates performance.	Monthly	Ensure that production quotas are met without sacrificing quality standards.

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

- a. How many employees are directly supervised by this position? 0
 How many employees are supervised through a subordinate supervisor? 0

b. Which of the following activities does this position do?

- | | |
|--|---|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepares & signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

At time of hire, the person selected must demonstrate:

- Working-level knowledge of standard office equipment including an office computer with DOC software. Ability to create and move files.
- A full command of keyboard touch-typing with accuracy and speed. Ability to listen to applicants and to record comments simultaneously.
- Ability to check applicants through LEADS/NCIC, analyze, and interpret LEADS/DMV/NCIC reports detailing applicants' criminal and/or driving history.
- Ability to research and locate information on the internet.
- Writing skills including proper grammar, composition, spelling and punctuation.
- Ability to analyze information and situations objectively;
- Ability to work effectively with applicants; ability to manage conversations and draw out information; ability to maintain a professional demeanor and act with considerable discretion and patience in conducting background investigations.
- Ability to evaluate the suitability of an applicant and make sound recommendations based on research and analysis; Ability to demonstrate sensitivity to diverse cultures and individuals.
- Ability to obtain relevant information from an applicant who may be uncooperative and evasive;
- Ability to summarize facts and information succinctly into reports within established timeliness to meet production goals.
- Ability to project a positive attitude about DOC and the security profession.
- Knowledge of relevant federal, state and local laws, codes including equal employment opportunity laws and Americans with Disabilities Act that are related to the legal requirements of background investigations and hiring practices of applicants.
- Knowledge of the federal PREA act and its requirements in hiring individuals.
- Attention to detail and ability to handle sensitive and confidential issues with discretion.
- Preference will be given to applicants who have demonstrated experience carrying out systematic inquiries to discover and examine facts.
- Preference will be given to applicants with the experience and the ability to assess the suitability of candidates for employment.
- Preference will be given to applicants with experience in successfully managing an investigative caseload.
- Applicant will possess a valid driver's license and have an acceptable driving record.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount (\$00000.00)	Fund Type
<i>Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".</i>		

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

_____ Employee Signature	_____ Date	_____ Supervisor Signature	_____ Date
_____ Appointing Authority Signature	_____ Date		