



TEXAS DEPARTMENT OF LICENSING & REGULATION
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JOB POSTING- INTERNAL ONLY- 5 DAY POSTING
Enforcement Senior Investigator (East & South Region)

Investigator V

\$56,375.04- \$57,500.04 annually

\$4,697.92- \$4,791.67 monthly

Posting No: 0105-23

Opening Date: 01/24/23

Group: B20

Position: 499

Closing Date: 5PM on 01/31/23

Job Description

The Senior Investigator is selected by and responsible to the Investigations Manager and a Lead Investigator and reports to a Lead Investigator. The Senior Investigator performs highly complex investigative work which involves planning, coordinating and conducting complex investigations to ensure statewide enforcement of agency statutes; provides training, mentoring and ongoing guidance to less experienced investigators; and, completes assignment of special projects. Work is performed under the limited supervision of a Lead Investigator with considerable latitude for independent judgment and the use of initiative. The Senior Investigator will perform other duties as assigned, and travel will be required. Work may be performed under extreme environmental and/or hazardous working conditions.*

Essential Duties

- Analyzes assigned cases to develop an investigative plan and conducts complex investigations of suspected violations of agency statutes and rules. Completes investigations within assigned timeframes.
- Provides training to investigators regarding agency statutes and rules, the regulated industries, and appropriate investigative processes, in accordance with the enforcement procedures manual, as directed by a Lead Investigator or the Investigations Manager.
- Provides guidance and mentoring to less experienced and new investigators on an ongoing basis and performs related work as assigned by the Lead Investigator.
- Assists a Lead Investigator in the hiring of investigators, which includes screening applications, conducting interviews, evaluating interview results, and checking references.
- Conducts speaking presentations to industry groups, as needed, regarding agency statutes and rules, as well as agency policies and procedures.
- Performs special projects including the assignment of high profile and advanced, highly complex cases at the request of a Lead Investigator or Investigations Manager.
- Conducts criminal background and personal history investigations, reviews records, and verifies information. As a standard practice in every investigation, conducts in-person or telephone interviews of complainants, respondents, and all pertinent witnesses. Conducts follow-up interviews as necessary to confront inconsistencies in statements or to fill in gaps in the information obtained.
- As a standard practice in every investigation, secures copies of any pertinent documentary evidence, and reviews the documents with each witness interviewed to confirm authenticity and relevance.
- Conducts Internet research as needed during the course of an investigation, to secure identity, location, ownership, and other background information about individuals, business entities, properties, and events.
- Conducts on-site investigations as necessary.
- Analyzes the witness statements, documents, and other evidence collected in the course of an investigation to ensure that all necessary questions have been asked, all necessary documents have been obtained, and overall that the investigator has secured the whole story of the facts, events, and circumstances surrounding the complaint.
- Upon the completion of each investigation, evaluates the findings and prepares a detailed and complete written report of the investigation in the approved format, for referral to a prosecutor. Written reports of investigation present the statements of witnesses in detail, describe all documents and analyze their significance, and describe all Internet or other background research.

- Uses a computer on a daily basis for preparation of correspondence and reports of investigation, Internet research, e-mail communication, and other administrative functions. Also uses a telephone on a daily basis, for seeking out information related to an investigation, interviewing and otherwise communicating with complainants, witnesses, respondents and speaking with the industry and the public as needed regarding agency statutes and rules.
- Assists prosecutors and/or legal assistants in the review of reports of investigation and preparation of evidence for administrative hearings and informal settlement conferences. Presents testimony and evidence in administrative hearings before the State Office of Administrative Hearings (SOAH).
- Pursues undercover and proactive enforcement activities in the field, to discover unlicensed activity and other violations of the law. Acts as a liaison with local, state, and federal agencies to enhance enforcement of statutes administered by TDLR. Conducts investigations of possible violations discovered through these channels, and submits appropriate written investigative reports to prosecutors, as described above.
- Complies with division and/or agency training requirements.
- Demonstrates a spirit of teamwork, offering positive and constructive ideas, encouragement and support to other members of the staff and team while upholding the agency's core values.
- Keeps management appropriately informed of ongoing activity and critical matters affecting the operation and well-being of the agency.
- Adheres to all Texas Department of Licensing & Regulation Personnel Policies and performs related work as assigned.

Minimum Requirements

Five (5) years of investigative experience in a governmental regulatory program or law enforcement agency is required. One (1) year of employment with TDLR is required. Graduation from a standard high school or equivalent is required. Graduation from an accredited four-year college or university with major coursework in a field relevant to investigations is generally preferred and may substitute for one (1) year of the investigation experience requirement. Must possess a valid class C or above driver's license, proof of auto liability insurance and an acceptable driving record from the Department of Public Safety.

Veterans, Reservists or Guardsmen with an MOS or additional duties that fall in the fields of 31-Military Police, IS- Intelligence Specialist, 401 Investigator, 5805 Criminal Invest. Officer, 14NX Intelligence or other related fields pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are highly encouraged to apply.

Additional Military Crosswalk information can be accessed at:

http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC_InspectorsandInvestigators.pdf

Remarks

The successful candidate will have: Thorough knowledge of investigative principles, techniques, procedures and methods; of court procedures, practices and rules of evidence; and, of agency policies and procedures relevant to investigations. Thorough knowledge of the statutes and rules governing the industries regulated by the agency and working knowledge of administrative law proceedings and the associated legal documents. Skill in the use of standard office equipment, including mobile devices, laptops and personal computers, and relevant software including Microsoft Word, Excel, PowerPoint, Teams, LegalFiles, internet and email applications. Skill in performing research using the internet; in conducting complex investigations by personal contact, telephone, correspondence, and examination of records; and in interviewing complainants, witnesses and suspected violators, using appropriate and effective questioning techniques. Skill in mediation and negotiation techniques. Ability to conduct interviews and gather and report facts; to conduct investigations in more than one statutory program simultaneously; and, to write a detailed report of investigation in the approved format. Ability to communicate effectively over the telephone, in-person and in written correspondence; to testify in hearings and court proceedings; and, to make presentations in a public or group setting; Ability to effectively collaborate with others and foster and esprit de corps. Ability to interpret and explain rules and statutes, and to apply provisions of the law to individual cases; to work with members of local, state, and federal agencies; and, to plan a course of action to meet changing situations. Ability to provide own transportation.

***Hazardous Working Conditions**

Some work may be performed both inside and outside under extremely hot and cold conditions in close proximity to building materials, chemicals and/or operating machinery. Must be able to lift, bend and/or kneel. Some work performed in small crawl spaces, attics, elevator shafts and other small building spaces. Climbing on ladders, catwalks, scaffolding, elevators, and roofs required.

Applications may be downloaded from TDLR's website <https://www.tdlr.texas.gov/employ.htm>. E-mail or fax applications to: TDLR, Human Resources Office, P.O. Box 12157, Austin Texas 78711, Fax (512) 475-3377. E-mail Human.Resources@tdlr.texas.gov. **Resumes will not be accepted in lieu of State Applications. Applications not completely filled out may be rejected. Only typed applications will be considered.**

This job is covered by the Fair Labor Standards Act (FLSA). FLSA-eligible employees who work in excess of 40 hours in a workweek receive time off at a time-and-one-half rate as the primary method of compensation in lieu of cash payment.

TDLR IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

TDLR participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

TDLR provides a total compensation package that enables us to attract, motivate, and retain highly skilled and talented employees, including a merit system, full use of salary ranges, performance awards, retention and recruitment bonuses.

In compliance with the Americans with Disabilities Act (ADA), TDLR will provide reasonable accommodation during the hiring and selection process for individuals with a disability. If you need assistance completing the application, contact TDLR Human Resources at 512-463-7184. If you are contacted for an interview and need accommodation to participate in the interview process, please notify the person scheduling the interview.