



TEXAS DEPARTMENT OF LICENSING & REGULATION
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JOB POSTING
Enforcement Investigator
Enforcement Investigator San Antonio
Investigator IV
\$50,500.08- \$52,500 annually
\$4,208.34- \$4,375 monthly

Posting No: 0909-23

Opening Date: 09/20/22

Group: B18

Closing Date: UNTIL FILLED

Position: 302

Job Description

The Enforcement Investigator is selected by and responsible to the Lead Investigator. Work primarily involves planning and conducting complex investigations to ensure statewide enforcement of agency statutes. Specific duties include: interviewing complainants, witnesses and respondents to elicit pertinent facts; gathering relevant documents; analyzing factual and legal information; preparing detailed written reports of investigation in the approved format; assisting prosecutor in preparing cases for resolution; and testifying in administrative hearings at the State Office of Administrative Hearings (SOAH). Work is performed under the general supervision of the Lead Investigator with moderate latitude for independent judgment and use of initiative. The Investigator will perform other duties as assigned, and some travel, up to 50%, including overnight and outside of normal working hours, may be required.

This position is based in San Antonio, TX.

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.
- Conducts criminal background and personal history investigations, reviews records, and verifies information. Conducts in-person or telephone interviews of the complainant, respondent, and all pertinent witnesses. Conducts follow-up interviews as necessary to confront inconsistencies in statements or to fill in gaps in the information obtained.
- Collects and maintains pertinent evidence, and reviews with each witness interviewed, as needed, to confirm authenticity and relevance.
- Conducts internet research as needed during the course of an investigation, to secure the identity, location, ownership, and other background information about individuals, business entities, properties, and events.
- Conducts on-site inspections, audits, and/or investigations, as necessary, through use of personal or department owned vehicles.
- Gathers evidence through use of telephone interviews, internet research, sample collection, device testing, or other means to support or refute an alleged violation.
- 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 findings and prepares a detailed and complete written report of investigation in the approved format, including the use of an electronic case file system, for referral to the prosecutor. Written reports of investigation contain the statements of witnesses in detail; describe all documents and analyzes their significance; and describes 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 and respondents; and speaking with the industry and the public as needed regarding agency statutes and rules.

- Assists staff attorneys 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 SOAH. Attends Commission meetings during the review of contested cases. Participates in informal settlement conferences and other mediation efforts with legal staff, in an effort to secure case resolutions by agreement.
- Pursues 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 reports of investigation to prosecutors, as described above.
- May assist in educating the regulated industries and the public by responding to inquiries and making speaking presentations to groups as needed regarding agency statutes and rules, as well as agency policies and procedures.
- May provide training to TDLR staff, including but not limited to new Enforcement staff, regarding agency statutes and rules, the regulated industries, and appropriate investigative procedures.
- Performs duties in accordance with the Complaint Resolution Procedures Manual, the Enforcement Plan and the Criminal Conviction Guidelines.
- 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 Program and Agency.
- Adheres to all Texas Department of Licensing and Regulation Personnel Policies and performs related work as assigned.

Minimum Requirements

Minimum three (3) years total experience in investigations, inspections, enforcement, and/or administration of a governmental regulatory program required. Graduation from a standard high school or equivalent required. Graduation from an accredited four-year college or university with major course work in a field relevant to assigned program is preferred. Experience and/or education in an area regulated by TDLR may substitute for one (1) year of the experience requirement. Bilingual candidates preferred. 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 methods, rules of evidence, and agency policies and procedures relevant to investigations; Ability to gather and report facts; Thorough knowledge of the statutes and rules governing the industries regulated by the agency; Ability to conduct investigations in more than one statutory program simultaneously; Skills in conducting complex investigations by personal contact, telephone, correspondence, and examination of records; Skill in interviewing complainants, witnesses and suspected violators, using appropriate and effective questioning techniques; Ability to write a detailed report of investigation in the approved format; Ability to interpret and explain rules and statutes, and to apply provisions of the law to individual cases; Working knowledge of administrative law proceedings and the associated legal documents; Ability to use a computer to produce complex documents and perform Internet research; Effective communication skills, in the contexts of telephone contacts, in-person contacts, written correspondence, testifying in court, and public speaking; Ability 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 and/or operating machinery. Work may include exposure to hazardous substances, including the collection of motor fuel samples or the testing of motor fuel devices, which involves close proximity or contact with flammable substances. 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.