

**SENIOR STREET SERVICES INVESTIGATOR (4285)
TASK LIST**

INVESTIGATION AND ENFORCEMENT

1. Documents/records complaints received regarding violations of the public ways from Counsel Office personnel, Mayor's Office personnel, Board of Public Works/Commissioners, City Department (such as the Los Angeles Fire Department, Building and Safety Department, Los Angeles Police Department, or Department of Transportation), or citizen orally, telephonically, or in the form of an electronic Service Request (S.R.).
2. Completes a Service Investigation Request (S.I.R.) after receiving complaint from Counsel Office personnel, Mayor's Office personnel, Board of Public Works/Commissioners, City Department (such as the Los Angeles Fire Department, Building and Safety Department, Los Angeles Police Department, or Department of Transportation), citizen or after noticing a possible violation of laws and regulations applicable to the Investigation and Enforcement Division during a district inspection.
3. Contacts by telephone complainant or source of assignment in order to verify address of the site and what possible violations of laws and regulations applicable to the Investigation and Enforcement Division might have occurred.
4. Visits site after receipt of complaint or assignment or observes assigned area during shift to determine if there are possible violations of laws and regulations applicable to the Investigation and Enforcement Division.
5. Visits site for the primary inspection in order to determine if a violation of laws and regulations applicable to the Investigation and Enforcement Division has occurred, such as vegetation encroaching or illegal dumping on publicly dedicated property.
6. Arranges Administrative Hearings based on the noncompliance cases received for the purpose of finding out the reasons for non-compliance, obtaining a physical description of the alleged violator by asking the violator for a form of official picture identification such as a Driver's License, attempting to persuade the alleged violator to comply, and/or granting additional time to the alleged violator for such compliance.
7. Visits the location of reported violation and/or arranges for and attends a City Attorney's Hearing with the City Attorney and the involved violator to gain compliance or to take the case to court if compliance is still not obtained.

8. Writes a narrative report ranging in length from one page to a long, extensive document for submission to the City Attorney's Office outlining, in chronological fashion, all of the enforcement steps taken up to that point including additional information such as defendant's statements and prior record of similar violations by the alleged violator for the purpose of initiating a formal City Attorney's Office hearing.
9. Testifies at the City Attorney Hearing for the purpose of presenting evidence such as the chronological record of enforcement actions and photographs of the site.
10. Assists contractors, craftspeople, and owners in achieving compliance with the Los Angeles Municipal Code by interpreting and/or explaining Code provisions, and discussing possible methods and procedures for compliance in the field or at the public counter for the purpose of ensuring compliance with the Los Angeles Municipal Code.
11. Conducts field meetings with permit applicants, property owners and representatives of other City departments and bureaus for consideration of problems and special conditions.
12. Writes narrative reports ranging in length from one page to a long, extensive document for the Board of Public Works regarding complaints, investigations and/or permit requests and/or regarding field meetings, investigations of difficult complaints and violations, encroachments on public property, temporary or permanent closure of streets for use by Department managers, other City departments, bureaus and agencies and/or other concerned parties.
13. Writes responses to correspondence relating to complaints, investigations, decisions of the Bureau, complex permit applications and other non-routine inquiries.
14. Writes requests for inspection warrants and search warrants by following standard report formatting for submission to a Los Angeles Police Department official and/or a Superior Court Judge in order to gain access to an alleged violator's property, such as physical records, and/or to be granted the right to take into evidence an alleged violator's property in order to fully investigate cases in which prosecution may be sought.
15. Attends formal classroom training and reads/researches field applicable material such as the departmental Municipal Code, Board Rules and Policies in order to remain up-to-date.
16. Consults with representatives of other City departments and bureaus regarding coordination of work, establishment of policies and other matters requiring cooperative effort.

17. Consults with immediate supervisor on unusual or complex problems including the interpretation of the Los Angeles Municipal Code, job procedures, equipment and requirements.

SUPERVISION

18. Trains Street Services Investigator incumbents through demonstration on the job, and through orientation and training classes.
19. Organizes and designates workloads efficiently by considering location and complexity of the job for the purpose of conserving travel time, materials, and mileage for self and subordinate staff.
20. Supervises Street Services Investigators in the investigation of various violations of public ways, such as illegal dumping violations and illegal street vending, and in the prosecution of violators of the Los Angeles Municipal Code.
21. Documents, finalizes, and stores complete and accurate electronic and hand written records of job progress and complaint compliance files for each Street Services Investigator until compliance has been gained or the jobs are completed.
22. Supervises house moves and overloads by ensuring the enforcement of all applicable regulations governing equipment, staffing, and safety requirements of such moves on public streets to protect the public ways and private property, and to ensure minimal inconvenience.
23. Reviews, edits, and approves arrest and claim reports in order to ensure that alleged violators were legally detained and/or a case is valid for prosecution prior to submission to a Los Angeles Police Department official and/or the City Attorney or District Attorney.
24. Approves subordinate employee mileage reports, electronically signs time sheets, and approves requests for time off.
25. Applies the principles of Equal Employment Opportunity through the promotion of a positive work environment through training and discussion and monitoring employees' behavior regarding cultural diversity, sexual harassment, discrimination, and retaliation and taking appropriate corrective action when necessary to ensure compliance with City and department policies and procedures.
26. Counsels employees regarding personnel issues such as rule infractions or inappropriate conduct; and/or disciplines employees following departmental progressive disciplinary procedures in order to perform personnel policy functions.

27. Discusses completed work with employees, including quantity and quality, timeliness, and problems encountered; and provides verbal and/or written praise and/or constructive criticism in order to provide recognition of good/poor performance and to coach them for effective performance of future assignments.