

TASK LIST UTILITIES SERVICE INVESTIGATOR
(CLASS CODE 1631)

1. Initiates investigations of alleged loss or theft of department property such as inventory, assets, and/or cash after notification of such incidents by phone, in person, or in writing from immediate supervisor or facility manager (level of superintendent or higher) in order to determine if there is loss or theft of department property and ascertain who is responsible for the alleged actions.
2. Initiates investigations of alleged vandalism or damage to department property or facilities such as graffiti, vehicles, equipment, broken locks, gates, and other security barriers after notification of such incidents by phone, in person, or in writing from immediate supervisor or facility manager (level of superintendent or higher) in order to determine if there is vandalism or damage to department property and facilities and determine who is responsible for the alleged actions.
3. Investigates reports of illegal or improper use, of Department materials and tools by discussing allegations with manager in charge of facilities; reviewing toolroom, inventory, and stores records; interviewing potential witnesses including supervisors, co-workers, eye witnesses, and persons responsible for maintaining materials and supplies; and by personally observing workers (while undercover) in order to determine if there is sufficient evidence to support the allegations and determine who is responsible so that appropriate charges can be made.
4. Investigates reports of illegal or improper diversions of Department materials and tools by discussing allegations with manager in charge of facility; reviewing toolroom inventory, and stores records; interviewing potential witnesses including supervisors; co-workers, eye witnesses, and persons responsible for maintaining materials and supplies; and by personally observing workers (while undercover) in order to determine if there is sufficient evidence to support the allegations and determine who is responsible so that appropriate charges can be made.
5. Investigates reports of theft of Department materials and tools by discussing allegations with manager in charge of facility; reviewing toolroom, inventory, and stores records; interviewing potential witnesses including supervisors, co-workers, eye witnesses, and persons responsible for maintaining materials and supplies; arranging for acquisition and placement of electronic surveillance devices; and by personally observing workers (while undercover) in order to determine if there is sufficient evidence to support the allegations and determine who is responsible so that appropriate charges can be made.
6. Investigates complaints or reports of alleged employee misconduct or criminal activity from any source, including but not limited to computer generated complaints, supervisors, co-workers, subordinates, and government agencies, in writing or telephonically, in order to determine if there is sufficient evidence to support the allegation and report findings to management.

7. Records evidence of physical damage to department property or facilities by taking notes, photographs, measurements, recording statements either electronically or written, draws or sketches rough diagrams of physical locations or objects in order to illustrate the narrative description of the site, in order to secure thorough and accurate documentation that may be used in prosecution.
8. Writes reports to be submitted to supervisors and other appropriate individuals detailing the facts surrounding an incident, the actual damage incurred, descriptive and narrative discussion, computations, charts and diagrams, and other factual information in order to provide an accurate account of the reported incident.
9. Interviews witnesses to incident(s) including personnel charged with responsibility for inventories, supplies, tools, and equipment, supervisors(s) of suspected employee(s), co-workers, security personnel, suspects, and private citizens in order to obtain statements from those individuals who may have been eye witnesses or have information relating to the alleged incident(s).
10. Listens to oral statements made by parties and witnesses in order to verify and compare the statements with the physical evidence, and to provide record of the circumstances alleged to have led to the loss of damage.
11. Reads written statements made by parties and witnesses in order to verify and compare the statements with the physical evidence, and to provide a record of the circumstances alleged to have led to the loss or damage.
12. Reads a variety of reports including but not limited to police reports, legal documents, records of inventories, security sign-in and sign-out sheets, security shift assignments and monitoring reports, reports of incidents relating to breaches in security, and computerized printouts of security alarms designed to control loss and theft, and detect weaknesses in existing facility security systems and make recommendations for improvements.
13. Travels by automobile, aircraft, watercraft, or on foot to locations(s) of reported incident(s) in order to conduct an investigation(s).
14. Collects and transports physical evidence, such as recovered inventory, cash, and damaged property to storage facilities in order to preserve such evidence for future investigative or litigation purposes.

15. Locates parties or witnesses by telephone, personal contact, or computer in order to obtain verbal, written, or physical evidence.
16. Locates parties or witnesses through records such as non-confidential police records, property records, motor vehicle records, voting records, and similar public and private agency records in order to obtain verbal, written, or physical evidence.
17. Delivers subpoenas, summons, Skelly notices, and other legal documents, in order to comply with laws concerning statutory requirements, as well as to ensure proper notification and services of all legal documents.
18. Files affidavits of service of subpoenas, summons, and other legal documents with the proper recording office in order to comply with laws concerning statutory requirements, as well as proper notification and service of all legal documents.
19. Testifies in criminal and civil court proceedings and administrative hearings representing the department, and for the prosecution, in order to assist in the prosecution of defendants alleged to have perpetrated criminal acts.
20. Discusses major investigative problems and procedures with immediate supervisor in order to resolve problems or clarify procedures so that the investigation can be completed accurately and in a timely manner.
21. Gathers and submits evidence in cooperation with law enforcement agencies such as the Los Angeles Police Department, the Los Angeles County Sheriff Department, and other municipal police departments in order to issue complaints for criminal prosecution.
22. Signs complaints for criminal prosecution such as incidents of theft, damage, and vandalism in order to provide the appropriate law enforcement agency with authority to proceed with criminal prosecution.
23. Explains Department policies, anti-terrorism, anti-terrorism programs, procedures, rules, and regulations relating to security and loss prevention programs to security personnel, facility managers, supervisors, and citizens in order to develop or enhance security awareness and gain cooperation in timely and accurate reporting of security violations.
24. Calls the Police Department for assistance when suspect(s) in criminal activities against the department have been apprehended and detained in order to ensure proper processing of complaints against suspect(s), secure arrest(s), and ensure accurate identification for prosecution.

25. Determines if arrests should be made or citations issued by interpreting City of Los Angeles, State of California, and federal laws in order to ensure proper processing of complaints against alleged suspects.
26. Recovers and takes possession of stolen property, while ensuring proper chain-of-custody by obtaining information as to location of property, in order to submit the property as physical evidence to the appropriate law enforcement agency.
27. Conducts security surveys by checking existing security measures including the numbers and types of entrances and exits, types of security devices and controls, existing monitoring levels and intervals, type of facility (automatic or electronic controlled or staffed with personnel), and records of frequency and type of security breaches at the facility in order to evaluate the effectiveness of existing security measures and recommend improvements.
28. Evaluates or monitors the effectiveness of Department security systems, policies, and procedures as they relate to preventing damage to or theft of Department property, services and facilities by conducting security surveys, discussing problem areas with facility managers, immediate supervisor, security personnel, and department management, and reviewing records of frequency and types of incidents at the facility in order to make sound recommendations for improvements that are feasible considering staffing and budgets available.
29. Makes recommendations to facility managers, immediate supervision, security staff assigned to facility, and/or department management regarding improvements to security methods such as changes in levels and frequency of security checks, continuity of security barriers, additional or improved electronic surveillance or motion detection devices in order to maximize security and minimize damage, theft, and loss to the department.
30. Acts as liaison to other security and enforcement agencies by providing timely and accurate information obtained from ongoing investigations in order to maintain security and conduct inspections of Department of Water and Power property and facilities.
31. Participates in the development of loss prevention programs for the various internal organizations within the water, power, and joint systems by providing information to managers and supervisors in order to heighten security awareness, encourage employee participation, reduce inventory shrinkage, and provide a secure, honest workplace.
32. Conducts training in crime abatement and prevention programs for security personnel in order to ensure security personnel have the information needed to be effective in controlling loss and theft of department property.

33. Conducts briefings and seminars in security education and awareness programs for management staff in order to ensure that Department management has the information needed to be effective in recognition of security breaches within their divisions.
34. Conducts computer forensic searches by physically seizing Department computers, accessing or imaging hard drives, or other necessary drives, to determine if inappropriate, illegal, or personal information, is stored within computer programs in violation of the law or City policy.
35. Conducts or participates in threat assessments involving Department employees, or external threats, to determine what appropriate administrative action and/or law enforcement actions are appropriate or necessary.