



CLASS SPECIFICATION

SENIOR HOUSING INVESTIGATOR, 8517

06/22/06

Summary of Duties: Plans, organizes and directs the work of Housing Investigators and clerical support staff engaged in the investigation and analysis of alleged violations of the City's Rent Stabilization Ordinance (RSO) and/or Housing Code (Los Angeles Municipal Code Chapters XV and XVI) and related office activities; handles the negotiation of more difficult complaint settlements and case closures; may act as an Assistant Director for Rent Stabilization or as a lead over other Senior Housing Investigators; and may also supervise a public information & payment counter within a field office; applies sound supervisory principles and techniques in building and maintaining an effective work force; fulfills equal employment opportunity responsibilities; and does related work.

Distinguishing Features: An employee of this class is responsible for the full range of supervisory activities including the application of discipline, training, processing and resolution of grievances, and evaluation of performance; Senior Housing Investigators are expected to be fully knowledgeable about and have prior professional work experience related to the application of the RSO, the City's Housing Code, the regulations issued by the Rent Adjustment Commission, and California landlord/tenant law, the essentials of contract law, and the rules of legal evidence; assignments normally are given verbally and in writing and results are evaluated in terms of objectives accomplished and problems resolved.

Examples of Duties: A Senior Housing Investigator:

- Plans, organizes, schedules, reviews and evaluates the work of a team of Rent Investigators and related clerical support personnel responding to tenant complaints or referrals from other agencies relating to alleged violations of the RSO;
- Oversees the gathering and evaluating of evidence through investigative research, and the obtaining of physical and documentary evidence;
- Oversees the conducting of legal research, the analysis and organization of legal documents, the preparation of legal cases for referrals to the City Attorney's Office for criminal prosecution, and the development of oral and written reports on investigative findings;
- Undertakes administrative functions related to the operation of a Housing Investigations unit;

- Reviews cases to determine accuracy and thoroughness of the investigation as well as compliance with the division's Policies and Procedures Manual and standard reporting formats;
- Supervises the operation of one or more public counters handling public inquiries and payments of fees imposed under the RSO and Housing Code;
- Develops, implements and modifies policies and procedures governing Rent Investigator functions to be consistent with legal and departmental requirements;
- Maintains work production and flow, meeting established deadlines, making determinations regarding work assignments and adjusting priorities in accordance with such determinations;
- Directly undertakes the most complex, specialized or sensitive housing investigations;
- Coordinates related administrative functions such as recruitment, orientation, or in-service training programs;
- Compiles and analyzes statistics regarding repeat violators and patterns of violations;
- Runs and reviews reports to ensure that the goals and standards of the program are being met;
- Makes public presentations regarding the application of the RSO and represents the City at public events and forums to provide information about the RSO;
- May act as an Assistant Director for Rent Stabilization or as a lead over other Senior Housing Investigators; and
- Assists in training staff regarding the RSO and the impact of any changes to the RSO on investigation of violations.

May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications: Incumbents must have the following knowledge and abilities:

Knowledge of:

- Proper investigative techniques and procedures for conducting investigations;
- Applicable local, state and federal laws, rules and regulations governing housing, real estate, business and landlord-tenant relations;
- Rules of evidence and court procedure;
- Techniques of identifying, preserving and presenting evidence;
- Interviewing techniques and strategies;
- Effective negotiation and mediation techniques;
- Principles and practices of confidentiality sufficient to recognize actions that may compromise the integrity of the investigation or investigation files;

- Supervisory methodology.
- Dispute resolution theories and practices.
- City personnel rules, policies and procedures.

The ability to:

- Effectively organize and manage a team of professional and clerical staff to meet work objectives and management priorities;
- Actively engage in the training and development of all individual team members;
- Cooperatively collaborate with staff within the Department, council and mayoral offices, the City Attorney's office, other City departments, and other governmental agencies, along with other non-governmental stakeholders, to develop solutions to shared problems;
- Draft comprehensive narratives and reports that clearly and concisely define issues, summarize the analysis of data, and recommend courses of action;
- Issue legally sound written findings based upon a defensible interpretation and application of relevant state and local laws, regulations, and departmental policies;
- Ensure the adherence of all team members to City and departmental personnel policies and to standards of confidentiality related to gathered evidence;
- Utilize all available information systems to prepare and manage the work of the unit; and
- Communicate effectively in oral presentations to the public and address questions from hostile audience members.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends in part, on the specific requirements for the job, the limitations related to the disability and the ability of the hiring department to reasonably accommodate the limitations.

Minimum Requirements:

1. Two years of full-time paid experience as a Housing Investigator with the City of Los Angeles; **or**
2. Four years of full-time paid experience investigating complaints, analyzing evidence and preparing legal documents related to civil or criminal enforcement actions under housing law for properties in the City of Los Angeles.

NOTE: A law degree from an accredited American Bar Association law school may be substituted for two years of the full-time paid experience specified in Requirement #2.

As provided in Civil Service Commission Rule 2.6 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.