



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 667.2

Job Title: **SENIOR PUBLIC LOSS INVESTIGATOR**

Pay Grade: 24

GENERAL SUMMARY:

Evaluates and recommends improvements to security measures for City and/or department property and facilities. Performs skilled investigations and evaluations of theft or damage to City and/or department property and facilities, and of reports of criminal or employee misconduct.

RESPONSIBILITIES:

- Serves in a lead capacity in issues regarding City and/or department security and loss prevention.
- Investigates complex reports of illegal or improper use, diversions or theft of City and/or department materials or tools.
- Signs criminal complaints as complaining witness and acts as witness in court cases.
- Acts as a special agent for the City and/or department in the investigation of a wide variety of complaints and disputes involving employees, customers, contractors and citizens.
- Explains department policies, procedures, rules and regulations. Attempts to settle differences causing complaints.
- Acts as liaison to other security and law enforcement agencies that maintain security and conduct inspections of City and/or department property and facilities.
- Contacts the Houston Police Department or other law enforcement agencies for assistance and determines whether an arrest should be made or a citation issued.
- Makes recommendations for improvements to security measures; evaluates the effectiveness of City and/or department security systems, policies and procedures.
- Trains Public Loss Investigators on City and/or department security policies and procedures.
- Serves court orders and processes.
- Performs other related duties when requested.

SPECIFICATIONS:

KNOWLEDGE:

Requires an Associate's degree in a Criminal Justice, Accounting, or a related field.

License: Requires a valid Texas Driver's License and compliance with the City of Houston's policy on driving.

SPECIFICATIONS: (continued)

EXPERIENCE:

Six years of professional experience in professional law enforcement and/or investigating public loss at the corporate level are required.

Pertinent professional experience in law enforcement and/or investigating public loss at the corporate level may be substituted for the above educational requirement on a year-for-year basis.

A Bachelor's degree in Criminal Justice, Accounting, or a related field may be substituted for the education requirement and two years of the experience requirement.

COMPLEXITY:

Work is somewhat complex and varied, and may require the simple interpretation of technical and detailed guidelines, policies and procedures.

IMPACT OF ACTIONS:

Errors in work could lead to significant expense and inconvenience. Work is typically performed under moderate to limited supervision with standard operating procedures. The incumbent functions under general review and at times autonomously, with the supervisor available to answer more difficult questions.

SUPERVISION EXERCISED:

Direct Supervision:

Involves general scheduling and review of work as a "working supervisor" or lead person.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction requires substantial sensitivity and cooperation; e.g., basic project interaction.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves some explanation and persuasion leading to resolution of moderately complex issues; e.g., project coordination and higher level problem resolution.

PHYSICAL EFFORT:

The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above description.

JOB FAMILY:

Public Loss Investigator
Senior Public Loss Investigator

Effective Date: March 1997

Revised Date: November 2001