

**MAJOR FUNCTION**

This is a responsible administrative position assisting in the performance of a variety of administrative duties, receiving complaints, and serving as the primary receptionist for the Office of Inspector General (OIG). The employee in this position must be extremely trustworthy as responsibilities allow access to confidential data and information. Work is performed under the general supervision of a supervisor to ensure established policies and procedures are observed and work is evaluated through observations and results attained.

**ESSENTIAL AND OTHER IMPORTANT DUTIES****Essential Duties**

The Intake Specialist is responsible for a variety of duties. Answers the OIG main phone line and fraud hotline, and routes complaints to the appropriate venue if outside the OIG's jurisdiction. Intakes and enters complaints of fraud, waste, abuse, mismanagement, or misconduct involving City employees or operations (and others as identified in Ordinance No. 20-O-22AA). Performs initial Whistleblower review for complaints within the OIG's jurisdiction. Gathers, assembles, and summarizes case information or data from available resources for use within the Investigations section. Reviews internal and external data and prepares informational reports for the OIG. Assists the OIG investigators in researching, collecting, and organizing various data and evidence. Analyzes data and/or evidence collected and provides the investigators with detailed, organized, and accurate conclusions. Facilitates interview logistics and transcribes interview recordings. Maintains and updates templates used by the Investigations section. Assists with/Performs administrative duties such as human resources, purchasing, procurement, budget, travel, and other departmental office functions. Performs special projects as assigned. Conducts studies and surveys to collect information on operational and administrative issues. Provides administrative support for the Citizens Police Review Board. Assists the City Auditor/Inspector General in the absence of the Administrative Services Coordinator. Some duties may occur after regular business hours. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Knowledge of basic interviewing techniques. Ability to gather and analyze data. Experience in creating and maintaining reports. Ability to understand and apply applicable state statutes, rules, regulations, policies, and procedures. Ability to keep and maintain extensive and accurate records. Ability to handle confidential information. Ability to communicate clearly and effectively in a tactful and courteous manner. Ability to establish and maintain effective working relationships with others and project a positive image of the OIG. Ability to work independently. Knowledge of office and administrative principles and practices. Ability to operate a telephone calmly and efficiently. Ability to understand and follow oral and written instructions. Skilled in the use of standard office equipment, including computers and associated programs and applications necessary for successful job performance.

**Minimum Training and Experience**

Possession of a bachelor's degree in business or public administration or a degree accepted in the field in which the vacancy exists; or possession of a high school diploma or an equivalent recognized certificate and three years of staff or administrative experience.

Necessary Special Requirements

At the Inspector General's discretion, a valid Class E State driver's license may be required at the time of appointment for any of the designated positions allocated to this class.

Established: 07-22-20

Revised: 11-09-23