



City of Phoenix HOUSING INVESTIGATOR

JOB CODE 08470

Effective Date : 10/05N

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to investigate complaints of suspected criminal activity involving public housing residents. The Housing Investigator also works independently to develop tenant relationships, make referrals for tenant assistance, and work cooperatively with the Police Department. Strong communication skills are essential. A Housing Investigator works under the general supervision of a Housing Supervisor, or Assistant Housing Supervisor and performance is evaluated through observation, oral and written reports, and by results obtained.

ESSENTIAL FUNCTIONS:

- Receives complaints in person, over the phone, and in writing;
- Evaluates allegations of suspected criminal activity and determines appropriate course of action;
- Develops relationships with tenants to facilitate information gathering and criminal investigations;
- Requests Police Department involvement in obtaining search warrants and making arrests;
- Receives and reviews police reports and housing incident reports;
- Coordinate and conduct formal and informal grievance hearings in accordance with federal regulations;
- Assists in the operation and management of an assisted housing program;
- Interprets, explains, and applies departmental regulations, housing program rules and regulations, and legal documents to participants;
- Makes referrals to social service agencies;
- Keeps records, completes federal forms, maintains files, and writes program reports;
- Interviews residents and complainants to obtain information;
- Testifies and presents evidence in administrative hearings and court proceedings;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

Required Knowledge, Skills and Abilities:



City of Phoenix

Knowledge of:

- Investigative procedures and techniques.
- Rules of evidence.
- United States and Arizona Constitutions, Federal, State, and City criminal laws and ordinances, and related court decisions.
- General understanding of assisted housing programs.
- Report writing.

Ability to:

- Communicate orally with customers, clients or the public in face-to-face one-to-one settings, using a telephone, or in group setting.
- Comprehend and make inferences from written materials.
- Make independent decisions to resolve problems or conflicts, and to enforce housing program rules and regulations and federal, state, and local laws.
- Observe and monitor people's behavior or objects to determine compliance with laws, codes, and regulations, and recall details accurately.
- Work cooperatively with other City employees, housing residents and the public.
- Learn job-related material primarily through oral instruction and observation. This learning takes place mainly in on-the-job training setting.
- Produce written documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Enter data or information into a terminal, PC, or other keyboard device.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Two years of experience in law enforcement or in conducting criminal investigations, and some college coursework in a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.



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