

*****This is only a preview of the examination questions. To take the actual examination, please go back to the official bulletin and click the examination link.*****

Training and Experience Evaluation

Investigator

Servicewide

The California civil service selection system is merit-based, and eligibility for appointment is established through a formal examination process. The Investigator exam consists of a Training and Experience evaluation used to evaluate your education, training, and experience.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in this examination. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

Section 1: Tasks

Instructions:

Rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

PLEASE NOTE: This examination is designed to gain an overall assessment of your education, training, and experience as it directly relates to the duties and the knowledge, skills and abilities required for this position. Possession of specific education is **not** required to be successful in this examination; however, such achievements may substitute for desirable levels of experience. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position

1. Evaluate a set of facts (e.g., complaint, case file, supporting documents, evidence) to determine the type of action that is warranted or make a recommendation.
2. Document daily work and/or case investigative activities for reporting purposes.
3. Utilize various computer programs and/or databases for the purposes of obtaining information, and conducting research or investigations.
4. Develop an initial plan (e.g., outline, records, correspondence, interviews, list of possible violations) to establish a framework for a project or an investigation.
5. Contact individuals or organizations using various methods (e.g., in-person, phone, email) to request additional information.
6. Identify and locate individuals for the purpose of obtaining information (e.g., evidence, facts) to assist with investigations and/or work activities.
7. Locate, collect, and research information (e.g., computer files, witness statements, suspect statements, medical records, photographs) to support findings.
8. Prioritize and complete activities to meet deadlines for investigations and/or work assignments.
9. Maintain and secure confidential and/or sensitive information (e.g., master case file documents, evidence, personal information) to ensure confidentiality and security in compliance with organizational policies and procedures.
10. Maintain accurate information to ensure quality of work product.
11. Conduct research (e.g., laws, rules, regulations, statutes) when investigating, analyzing, and evaluating cases or case studies.
12. Document, maintain, and preserve an evidentiary chain of custody.
13. Maintain a safe environment when performing work-related duties.

14. Verify information obtained from individuals during the course of an investigation or work assignment.
15. Prepare clear, concise, and accurate documents/reports (e.g., request letters, search warrants, affidavits, subpoenas, discovery requests) relevant to investigations, work activities, or assignments.
16. Analyze documents or records to extract, obtain, and/or verify information.
17. Consult with subject matter experts regarding issues involving an investigation, work activities, and/or assignments.
18. Communicate with difficult individuals in a diplomatic and professional manner.
19. Interview individuals to obtain information (e.g., evidence, facts) relevant to investigations and/or work assignments.
20. Operate various types of equipment (e.g., cameras, computers, cell phones) during the course of work assignments.

Section 2: Knowledge and Abilities

Instructions:

Rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

PLEASE NOTE: This examination is designed to gain an overall assessment of your education, training, and experience as it directly relates to the duties and the knowledge, skills and abilities required for this position. Possession of specific education is **not** required to be successful in this examination; however, such achievements may substitute for desirable levels of experience. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position

21. Ability to listen effectively to gain relevant information and differentiate between facts and opinions.
22. Ability to act independently with minimal supervision to complete work assignments or investigative tasks.
23. Ability to be flexible in investigative duties and/or work assignments.
24. Ability to completely and accurately record pertinent information obtained during case investigations and/or work assignments.
25. Ability to read and understand laws, policies, and codes related to case investigations and work assignments.
26. Ability to perform job duties in hostile or difficult situations.

27. Ability to recognize and deal with sensitive situations in a tactful and effective manner.
28. Ability to develop, organize, and prioritize short and long range plans to successfully complete work in a timely manner.
29. Ability to verbally communicate in a clear, concise, and effective manner with diverse audiences (e.g., the public, supervisors, coworkers, judges, district attorneys).
30. Ability to organize and manage time effectively.
31. Ability to prepare written documents (e.g., case investigation reports, transcriptions, memorandums) clearly and concisely for review by various audiences (e.g., supervisors, co-workers, prosecutors).