

POSITION TITLE: Public Safety Investigator

DEPARTMENT: Department of Public Safety

STATUS: Non Exempt

SALARY: \$50,000 - \$55,000 annually

POSITION SUMMARY:

Reporting directly to the Vice President of Public Safety, the Public Safety Investigator performs a variety of general investigative duties to help combat fraud, waste, and abuse at the WHA. Violations include rent and income fraud, unauthorized occupancy, illegal dumping, audits of both public and leased housing programs, handling complaints and employee investigations, and reviewing other forms of misconduct in programs administered and/or regulated by the WHA.

This is an onsite (not remote) position, Monday through Friday 8am-4:30pm with occasional overtime. Candidates must have a valid, insurable driver's license and would ideally be bilingual (English/Spanish).

ESSENTIAL FUNCTIONS:

1. Responds to complaints from residents, internal department leadership, and outside agencies and officials to preserve the safety and security of WHA properties, as well as the integrity of WHA programs.
2. Collects evidence, interviews witnesses, conducts home/site visits, and reviews surveillance recordings, analyzes reports and documents, conducts background checks, performs social media and internet searches, and performs other investigative fieldwork as required.
3. Reviews public and leased housing programs to identify activities, trends, and patterns that signal potential fraud, misconduct, or violations of state or federal laws or regulations, or WHA rules or policies, and determine whether probable cause exists for action;
4. Maintains records and prepares professional, detailed, and thorough investigative and status reports and related paperwork for the department, the CEO, the courts, the police, and related parties.
5. Meets with supervisors and the CEO to present investigative findings and develops recommendations to strengthen internal controls and protocols to prevent future similar violations.
6. Assists the WHA Legal Department as needed with court cases and legal procedures related to investigations.
7. Performs clerical duties, including filing, photocopying, mailing, and other functions related to assigned investigations;
8. Maintains the highest level of professionalism and confidentiality at all times.

OTHER RESPONSIBILITIES:

1. Performs similar job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. High school diploma or equivalent required; college degree preferred.
2. Minimum of three (3) years of experience in a related field.
3. Strong preference for candidates who can read, speak, and write proficiently in both English and Spanish.
4. Valid, insurable driver's license.
5. Must be able to comfortably walk distances and climb stairs while conducting investigations; job requires passing of a physical examination.
6. Knowledge of the principles and practices investigations.
7. Excellent written and interpersonal communication skills; ability to work in a fast paced environment, whether as a team member or an independent contributor.
8. Ability to work with a diverse population.
9. Strong analytical and problem solving skills, with the ability to look for root causes and implement workable solutions.
10. Ability to compile and summarize data and prepare records and reports of facts in a clear, concise, logical, and objective manner.
11. Ability to multi-task, establish priorities and work independently to achieve objectives.
12. Experience in dispute resolution; ability to maintain composure and function effectively under pressure and in tense situations using independent judgment.
13. Excellent computer skills (Microsoft Office, internet research), and data entry skills.
14. Ability to maintain the highest level of confidentiality and objectivity at all times.
15. Flexible schedule required; occasionally work will occur during evenings or weekends and/or during emergencies.