

Wisconsin Department of Safety and Professional Services
Division of Legal Services and Compliance
Consumer Protection Investigator - Advanced
Position #301054

Position Summary

Working under the general supervision of the Consumer Protection Supervisor in the Division of Legal Services and Compliance, this position conducts and/or coordinates complex investigations to secure testimony and physical evidence to support effective enforcement actions by the division. The outcomes of these investigations can result in setting statewide standards of practice in the professions affected.

GOALS & WORKER ACTIVITIES:

45% A. Plan, initiate, coordinate and conduct investigations relating to unprofessional conduct, impairment and other alleged violations of rules or statutes.

A1. In consultation with the Consumer Protection Supervisor, plan, organize and formulate an investigative strategy incorporating applicable legal theories, sources of information and appropriate investigative methodologies.

A2. Conduct investigations involving violations of statutes, administrative codes and standards of conduct of the professions regulated.

A3. Identify investigative leads and determine the underlying facts.

A4. Coordinate and cooperate with other local, state and federal agencies and attorneys as necessary.

A5. Interview witnesses and responsible parties to obtain relevant evidence pertaining to allegations of violations.

A6. Prepare accurate, detailed and concise reports, statements or affidavits of interviews of respondents, witnesses and collateral contacts.

A7. Identify, collect, examine, document and preserve physical evidence to maintain an accurate chain of custody.

A8. Contact appropriate individuals and prepare evidence using appropriate procedure for referral to State Crime Lab and other private or government laboratories as needed.

A9. Prepare questionnaires, subpoenas or search warrants, in collaboration with the assigned attorney and, where applicable, outside law enforcement personnel.

A10. Use legal covert/undercover methods to obtain information and evidence.

A11. Work in collaboration with case advisor, attorneys and supervisors.

A12. Serve as staff resource person for local, state and federal authorities in areas of expertise, and participate in training investigative staff and other employees in those areas as needed.

A13. Conduct health and safety inspections (sanitation inspections) as assigned.

45% B. Perform legal support work.

B1. Prepare and organize case files for review by the assigned attorney and case advisor using standard tabulation and formatting.

B2. Confer with the Case Advisor for a recommendation on standard of care.

B3. Review investigative results for completeness and accuracy, ensuring all aspects of the case have been addressed.

B4. Produce comprehensive written case summaries, including statistical data, analytical charts, evidence, photographs, and statements of witnesses and respondents/suspects.

B5. Analyze and compile all facts and evidence in completed investigations.

B6. Prepare exhibits and organize case files for staff or credentialing authority.

B7. Coordinate the legal basis for case closures with Board Counsel and be prepared to answer board member questions regarding cases recommended for closure before the appropriate credentialing authority.

B8. Input relevant data into templates and assist in drafting legal documents including Stipulations, Orders, Complaints, and Administrative Warnings.

B9. Provide evaluations and statement summaries of prospective witnesses for assigned attorney or paralegal.

B 10. Prepare, coordinate and assist witnesses at formal proceedings.

B 11. Assist assigned attorney and testify at hearings and trials or by depositions as necessary.

10% C. Perform record keeping, administrative and other duties as assigned.

C1. Maintain complete, accurate and current files on assigned cases.

C2. Perform other miscellaneous duties and tasks as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of statutes and rules relating to the professions regulated by the Department including but not limited to Chapter 440 of the Wisconsin Statutes.

Knowledge of investigative methods, techniques and procedures.

Knowledge of procedures and practices for the admission of evidence and presentation of testimony in administrative hearings and court cases.

Knowledge of state, federal and independent consumer protection agencies and their programs and procedures (Department of Agriculture, Department of Justice), including but not limited to open meetings and public records law.

Skill in applying investigation methods, techniques and procedures to develop evidence and compile information from records, personal interviews and inspections.

Ability to prioritize, organize, interpret and present complex information.

Ability to establish and maintain effective cooperative relationships with co-workers, the general public, department personnel, and local, state federal and private officials, associations and organizations.

Computer skills, including but not limited to ability to use Word Office Suite, Lexis/Nexis and other databases.

Physical ability to bend, stretch, squat, kneel, and crawl to perform necessary inspections.

Ability to work outdoors in cold or inclement weather.

The ability to handle aggressive, critical, or hostile people via the telephone or in person.

Ability to represent the agency in a positive and professional manner.

Effective verbal and written communication skills.

Special Requirement: The position involves state-wide travel and may involve overnight stays. A valid Wisconsin Driver's License and the ability to operate a vehicle under all lighting, weather and road conditions are required.

NOTE: The employee's personal safety can be in potential jeopardy and exposed to harm or assault in certain situations, such as performing undercover investigations, serving legal documents or conducting an interview of an unknown and/or hostile field contact.