

# **INVESTIGATIVE SUPPORT SPECIALIST**

## **DEFINITION**

This position is based in the Office of the Virgin Islands Inspector General (VI Inspector General's Office), Charlotte Amalie, St. Thomas, USVI. The position reports to the Virgin Islands Inspector General (VIIG) and the Deputy Virgin Islands Inspector General (DVIIG), through the Chief of Investigations. Under the overall supervision and guidance of the VIIG, the DVIIG directs and administers the audits, investigations, and inspections undertaken by the VI Inspector General's Office as mandated by Title 3, Chapter 40, Sections 1200 – 1206 of the Virgin Islands Code.

The purpose of this position is to participate in the development and administration of the Fraud and Corruption Hotline (Hotline) program and the development and maintenance of a system for controlling and disposing of allegations and complaints such as possible fraud, violations of the laws, rules and regulations of the Virgin Islands.

## **DUTIES (NOT ALL INCLUSIVE)**

- Participate in the development, administration and maintenance of the Hotline program and its centralized investigative data information system of complaints and allegations.
- Review and control complaints and allegations received through the Hotline and from other sources for the purpose of identifying appropriate research.
- Research and develop the initial phases of a case file prior to forwarding to the appropriate investigator for handling.
- Participate in the development of the centralized investigative information data system and use it as a resource to provide customer/user assistance to personnel at the VI Inspector General's Office. Review the data within the system to provide feedback to users regarding any corrections and changes affecting revised policies and procedures.
- Track and monitor all investigative case files and investigative activities. Maintains complete records of completed action related to investigative work.
- Track and coordinate investigative correspondence. Write draft correspondence to inquiries.
- Performs other duties and responsibilities as may be assigned.

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### **FACTORS-1- KNOWLEDGE REQUIRED BY THE POSITION**

Comprehensive knowledge of the Virgin Islands Government, the mission of the VI Inspector General's Office, goals and objectives of the VI Inspector General's Office, and regulatory compliance to understand and interpret information, to review investigative cases, and to conduct research and respond to Hotline complaints.

Skill in conducting research, studies and analyzing information, reviewing confidential information and responding to numerous data dealing with possible violations of the law, which must be investigated, monitored and tracked through the use of computerized equipment and appropriate filing procedures.

Skill in written communication, in order to write draft correspondence, participate in the development of guidelines and correspondence to users of the information obtained.

Skill in oral communication to discuss and interpret information.

### **FACTORS -2- SUPERVISORY CONTROLS**

The incumbent works directly under the supervision of the Chief of Investigations, who provides assignments, discusses priorities and deadlines with the incumbent. The incumbent is expected to work independently on all assignments, bringing those very difficult or unusual problems to the attention of the Chief of Investigations. The work is reviewed upon completion for technical soundness, appropriateness, compliance to policy and procedural requirements.

### **FACTORS-3-GUIDELINES**

The guidelines available range from broad to specific, including investigative manuals and regulations which may require continuous changes and modifications to meet the needs of the computerized information data system and case management. The incumbent must use judgment in adapting the guidelines to a particular situation, which is not covered by specific guides. The incumbent participates in the development of guidance.

### **FACTORS-4-COMPLEXITY**

The nature of the assignments involve the participation in the development, maintenance and monitoring of the Hotline program and the computerized information data system. The incumbent must be innovative and creative in responding quickly and timely to sensitive reports and data that involves the violations of laws, fraud and possible wrongdoing. The incumbent must be creative in writing reports and correspondence to customers.

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### **FACTORS-5-SCOPE AND EFFECT**

The purpose of the work of the position is to monitor the Hotline program, conduct preliminary analysis and provide assistance in developing, maintaining, and implementing the computerized information data system within the VI Inspector General's Office. The work impacts the VI Inspector General's Office in how it controls initial complaints, tracks and monitors investigative stages of the complaints and provides assistance to users of the computerized information data system.

### **FACTORS-6-PERSONAL CONTACTS**

The contacts are within the employees of the Office of the V. I. Inspector General, the Department of Justice, other employees of the Virgin Islands Government, the public and other sources.

### **FACTORS-7-PURPOSE OF CONTACTS**

The purpose of the contacts is to respond to Hotline program complaints and allegations, conduct research, track, monitor, analyze, advise, write reports, correspondence and to provide assistance to users of the computerized information data system.

### **FACTORS-8-PHYSICAL DEMANDS**

The work is primarily sedentary, but requires carrying of light objects, manuals, bending, stooping when involved in case files and reports.

### **FACTORS-9-WORK ENVIRONMENT**

The work is performed in an office setting which is well lighted and ventilated.

### **MINIMUM QUALIFICATIONS**

Graduation from a four year college or university with major courses in political science, public or business administration, or a related field, and two (2) years managerial experience dealing with personnel, procurement and budgetary matters;

**OR**

Six (6) years experience in public or business administration, personnel, budgeting or procurement matters, which includes at least one year of experience as an Administrative Officer III or a related capacity.