

State of Washington
Attorney General's Office
invites applications for the position of:
Investigations Manager, CP/Seattle

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Working for Washington State

SALARY: \$62,000.00 - \$83,000.00 Annually

OPENING DATE: 10/26/10

CLOSING DATE: Continuous

DESCRIPTION:

Note: *This recruitment will remain open until the position is filled. Candidates are encouraged to apply as soon as possible; application review will begin on November 3, 2010. Panel interviews are anticipated to begin the week of November 15, 2010.*

Agency Profile:

The Attorney General's Office (AGO) serves more than 230 state agencies, boards, commissions, colleges and universities, as well as the Legislature and the Governor. The mission of the Office is to deliver the highest quality professional legal services to officials, agencies and citizens of the state of Washington. The Office is comprised of over 500 attorneys and 700 professional staff.

Division Profile:

The Consumer Protection Division enforces consumer protection laws to help keep the Washington marketplace free from unfair and deceptive practices. The division investigates and files legal actions to stop these practices, recovers refunds for consumers and imposes penalties on offending businesses.

The division facilitates the informal resolution of consumer problems by notifying businesses of written complaints and mediating them. It provides information and education to businesses and to the public on consumer rights and issues and sends out alerts and press releases when consumers or businesses are targets of fraudulent or predatory activities.

The Consumer Protection division also oversees the administration of Washington's Lemon Law for new motor vehicle warranty enforcement. The services consist of arbitration to resolve consumer and manufacturer warranty disputes, consumer and industry education, and enforcement of manufacturer and dealer obligations.

The division also includes the Manufactured Housing Dispute Resolution Program which resolves disputes between manufactured home owners and park landlords. The unit enforces the Manufactured/Mobile Home Landlord-Tenant Act and provides consumer education and business training.

DUTIES:

The position plans, leads, organizes, and oversees the work performed by the investigations unit and supervises the investigators. The investigators are specialists who exercise independent judgment regarding investigative activity on their assigned cases. The Investigations Manager must think strategically to ensure that the investigations unit has capacity to meet the civil law enforcement priorities of the division as directed by the Attorney General and that the division and the investigators have the resources and support necessary to ensure that investigations progress and are completed satisfactorily. The Investigations Manager also must strategize with the Litigation Section Chief and Division Chief on the Division's Work Plan, work with investigators,

Assistant Attorneys General, and consumer services staff on target selection.

The Investigations Manager oversees and directs all statewide Consumer Protection division investigative activity. The position manages the investigation program by assigning cases to investigators, monitoring investigator activity, administering investigative resources, and providing investigators with the environment, equipment, resources, training, and support necessary to do the job, including fulfilling performance management obligations and approving timesheets. The Investigations Manager also supports the mission by carrying an investigations caseload.

The position works primarily in the Seattle AGO office, which is a high-rise building in downtown Seattle. Travel within or outside of Washington may be required, infrequently including overnight travel.

This position is permanent and full time. The office hours vary but typically will be 8:00 AM to 5:00 PM Monday through Friday; working after hours and/or on weekends may be necessary. The position is overtime exempt.

QUALIFICATIONS:

A Bachelor's degree in business administration, public administration or a closely allied field and ten (10) years of experience in professional level investigative work that included the authority to independently plan and conduct investigations in civil or criminal cases. At least two (2) years of the professional level experience working as a supervisor. Additional qualifying experience in civil or criminal investigations will substitute, year for year, for education.

Knowledge of consumer fraud, economic fraud, and/or computer forensics is desirable.

SUPPLEMENTAL INFORMATION:

Application Process:

Interested candidates may apply by submitting:

- Online Application
- A one page letter of interest.
- A one page resume, listing employers, dates of employment and degree(s) attained.
- Names of at least three to five employment references: To include, at least one supervisor, one peer, and one subordinate, with current telephone numbers and address.
- Complete answers to the questions included with the application process.

This is a WMS Band 2 position. The annual compensation is \$62,000 to \$83,000 depending on qualifications. Washington State employees are offered a solid benefit package that includes retirement, options for deferred compensation and a full array of health, dental and life insurance coverage.

The Office of the Attorney General is an equal opportunity employer and does not discriminate on the basis of race, creed, color, national origin, sex, marital status, sexual orientation, gender identity diversity, age, honorably discharged veteran, military status, or the presence of any sensory, mental or physical disability or the use of a trained dog guide or service animal by a person with a disability. Persons requiring reasonable accommodation in the application process or requiring this announcement in an alternative format may contact 360-586-7691 or TTY format at 360-664-6211.

Investigations Manager, CP/Seattle Supplemental Questionnaire

- * 1. Describe your background as an investigator including the approach you use to establish an investigative plan.

- * 2. Have you been largely responsible for major improvements in the efficiency, effectiveness or morale of work units? If so, describe up to five examples. For each example, describe the problem, what you did and how you accomplished it.

- * 3. Have you been appointed to serve on committees or task groups to review or revise investigative procedures, conduct special training, consult on investigation strategies or perform comparable special technical or professional work? If so, please explain in detail.

- * 4. Describe your supervisory experience. Include how you have developed performance plans for subordinate employees.

- * Required Question



Welcome, **Samantha Simmons**

Supplemental Questions

2010-02178 Investigations Manager, CP/Seattle

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