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**CONSUMER FRAUD INVESTIGATOR**

**SCOPE OF WORK:**

Performs administrative and investigatory work related to the statutory requirement to enforce consumer fraud and antitrust laws and to conduct investigations of violations to provide consumer protection under NDCC 54-12. Works under the direction of the Director, Consumer Protection and Antitrust Division, Office of Attorney General,

**DUTIES PERFORMED AT ALL LEVELS:**

- Receive and evaluate complaints from consumers concerning perceived fraud, deception, misrepresentation, etc., in dealings with individuals or business enterprises.
- Advise businesses and consumers of alternative options for resolving complaints.
- Gather evidence through undercover investigations, by interviewing victims and witnesses, and by reviewing and analyzing records, files, etc.
- Prepare investigative reports and recommend legal action.
- Prepare written subpoenas and demands for information.
- Conduct administrative hearings to gather evidence related to formal complaints.
- Coordinate investigative and related administrative activities with other investigators and law enforcement personnel.
- Develop and maintain materials for informational and educational programs; conduct or participate in seminars; prepare public service announcements to promote awareness of consumer fraud activity.
- Maintain a computerized record system of complaint activities.
- Prepare written responses to inquiries, prepare administrative reports, provide assistance and training to new employees, and provide input for the development of policies and work procedures.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

**CONSUMER FRAUD INVESTIGATOR I**

5208

GRADE K

**LEVEL DEFINITION:**

This level is generally representative of a beginning level through the fully qualified level of investigative work. Individuals should reach a level of competence at which they can complete or provide significant participation in the most complex of investigations with only general supervision and guidance.

**ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:**

- None.

**MINIMUM QUALIFICATIONS:**

Requires a bachelor's degree and two years of related work experience in law enforcement, consumer affairs, or investigations. Six years of progressively responsible experience may substitute for the bachelor's degree if it led to a level of knowledge, skills, and abilities necessary to perform the consumer fraud investigative work required of positions in this class. Some positions may require certification as a peace officer in the state of North Dakota.

**CONSUMER FRAUD INVESTIGATOR II**

5209

GRADE L

**LEVEL DEFINITION:**

This level performs at the fully qualified level of investigative work and will complete a caseload comprised primarily of the most complex investigations. Alternatively, in lieu of a full caseload, this level will be assigned administrative responsibilities to assist management in the coordination, planning, and control of work within the division.

**ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:**

- Maintain a computerized consumer fraud records system.
- Screen incoming complaints and inquiries and assign them to investigators for appropriate action; review the investigative reports and responses prepared by investigators and provide guidance as needed.
- Train new employees and provide guidance in a lead worker capacity as needed.
- Assist the director in general administrative requirements for data reporting, purchasing and inventory control, developing and maintaining public information notices, developing and maintaining work policies and procedures, and representing the Division at public informational meetings, seminars, etc.

**MINIMUM QUALIFICATIONS:**

Requires a bachelor's degree and five years of related work experience in law enforcement, consumer affairs, or investigations. Six years of progressively responsible experience may substitute for the bachelor's degree if it led to a level of knowledge, skills, and abilities necessary to perform the consumer fraud investigative and administrative work required of positions in this class. Some positions may require certification as a peace officer in the state of North Dakota.

Eff. Date: 08/94

Rev: 07/12 – Conversion to Hay System