

**9275**  
**INVESTIGATION MANAGER**

**Nature of Work**

Under general direction, performs managerial and specialized investigative work. Through subordinate supervisors, plans, organizes and directs the day-to-day activities of investigators in the subject matter area. These positions are responsible for effectively planning, organizing, coordinating and evaluating the investigative and compliance functions and oversees the development of policies and procedures in the assigned area. Work may require irregular schedules and working holidays and weekends. Background and credit investigation and security clearance may be required for employment. Performs related work as required.

**Distinguishing Characteristics**

These positions are distinguished from Investigator 3 by performing managerial work through subordinate managers, as well as developing the policies and procedures for the investigative unit.

**Examples of Work**

Advises subordinate supervisors and other employees on the interpretation and application of the statutes and regulations the subject matter being investigated.

Evaluates the work of subordinate supervisors; counsels supervisors on difficult employee relations issues concerning subordinate staff; oversees the employee selection process for new hires in the unit; recommends employee advancement and reward.

Reviews the training needs of subordinate staff; develops or oversees the acquisition of required employee training.

Develops and analyzes operational procedures and forms to ensure compliance with applicable laws and regulations.

Oversees the preparation of regular and special activity reports.

Coordinates and oversees investigations between agencies and local law enforcement agencies.

Makes presentations at conferences and seminars on lottery investigation and compliance procedures and practices.

May plan, organize, coordinate and evaluate the investigative and compliance activities at gaming centers licensed by the West Virginia Lottery.

May act as a regular liaison with racetrack and gaming center officials and employees, lottery manufacturers, patrons and law enforcement to plan and coordinate the work of the unit.

**Knowledge, Skills and Abilities**

Knowledge of investigative principles and practices.

Knowledge of adjudicative and criminal legal proceedings.

Knowledge of record keeping methods and procedures for the preservation of evidence.

Knowledge of laws, regulations, policies and procedures.

Knowledge of the principles and practices of management.

Ability to plan, organize, coordinate and evaluate the work of investigators.

Ability to gauge the validity of complaints/allegations through establishing facts and drawing valid conclusions.

Ability to conduct investigations and compliance inspections in the subject matter area.

Ability to establish and maintain effective working relationships with employees, vendor representatives and law enforcement personnel.

Ability to prepare clear and concise reports of investigations.

**9275**  
**INVESTIGATION MANAGER (cont'd)**

**Knowledge, Skills and Abilities (cont'd)**

Ability to communicate effectively, orally and in writing.

**Minimum Qualifications**

**Training:** Bachelor's degree from a regionally accredited college or university.

**Substitution:** Experience as described below may substitute for the required training on a year-for-year basis.

**Experience:** Six (6) years of full-time or equivalent part-time paid investigative or law enforcement experience, two (2) years of which must have been in a supervisory capacity. Preference may be shown to applicants with investigative experience in casino or gaming operations.

Established: 03/19/2009

Revised: 11/24/2018

Title Change: 11/24/2018

Effective: 11/24/2018