

## **Job Description**

The Investigator will investigate, and resolve complaints while also analysing complaint data and gathering additional information as needed. Under the supervision of the Senior Investigator, evaluate, investigate, track and complete consumer complaints through effective and established complaint handling processes.

### **The main duties and responsibilities of the Investigator include:**

- Investigate consumer complaints by analysing all case-related information to determine any breach of the CAA;
- Gather evidentiary documents and coordinate with team members in obtaining any required information;
- Collaborate with a variety of diverse independent experts in durable goods and services such as Engineers, Contractors, Technicians, Professionals in service delivery, etc. to facilitate the complaint investigation process by conducting independent diagnosis;
- Conduct interviews of involved parties and prepare detailed investigative reports and where necessary;
- Prepare and submit relevant reports and documentation to facilitate follow-up action or referrals;
- Ensure timely availability of relevant evidence at hearings convened by the Commission and when necessary present investigative results to Commission and provide testimony in any related proceedings
- As directed liaise with counterpart enforcement and/or advisory agencies;
- Conduct business inspections countrywide;
- Participate in countrywide outreach activities;
- Any other duties that may be assigned by the Director, reporting officer or any duly authorized officer.