

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 9/2019)

Page 1 of 3

Classification Title Program Representative II (Specialist)	Board/Bureau/Division Bureau of Automotive Repair (BAR)
Working Title Forensic Documentation Program Specialist	Office/Unit/Section/Geographic Location Forensic Documentation Program/Program Support/ Statewide Operations
Position Number 646-170-6823-004	Name and Effective Date

General Statement: Under the general supervision of the Program Representative (PR) III (Supervisor), in the Program Support Unit of the Forensic Documentation Program (FDP), the Program Representative II is responsible for reviewing documented undercover vehicle cases and serves as a liaison between the FDP and Field Operations for job order requests and undercover operations. Additionally, the incumbent will inspect labs statewide for safety compliance. Duties include but are not limited to:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]

50% Technical Investigation Resource (E)

Review, assign, and monitor the progress of all Documented Vehicle Job Orders (DVJO) received statewide from Field Enforcement staff and individual Documentation Labs; Assess the justification of each DVJO, prioritize and distribute to appropriate Doc Labs based on workload, staff expertise and/or specialized equipment. (20%)

Review documentation packages produced by documentation lab technicians on a statewide basis for clarity, accuracy, technical merit and to ensure that documented vehicles are prepared appropriately resulting in effective investigations. These documentation packages may include declarations, documentation reports, photos and/or system analyzer printouts. (15%)

Act as liaison between the FDP and Field Operations in tracking and coordinating job order requests for documented undercover vehicles. (5%)

Act as a liaison between the FDP and Field Operations to control the Vehicle Information Database (VID) and the BAR public website for undercover operations. (5%)

Review accusations and decisions as a documentation quality control process. (5%)

15% Inspect FDP Labs Statewide for Safety Compliance (E)

Periodically inspect each lab location for compliance with safety rules and regulations and make recommendations for improvement/correction to Lab Supervisors and Program Managers.

Ensure the FDP remains current with local, state and federal safety regulations. Assist Lab Supervisors in the preparation and submission of paperwork necessary to comply with state and local regulations. Compile and distribute safety related materials.

Maintain the FDP Illness and Injury Prevention Program (IIPP). Update and make changes as necessary. Coordinate safety training for FDP to ensure compliance with Cal/OSHA and local CUPA employee training requirements.

10% Evaluate Documentation Practices, Research Equipment/Training Needs (E)

Review current documentation practices, research and make suggestions on technological advancements. Identify areas of concern and solutions in the quality and completion of DVJOs. Advise management of recommendations to resolve potential issues between the Field Operations and the forensic documentation labs.

Research and identify advanced equipment and training needs for all Doc Lab personnel. Assist in the ordering, purchase, and distribution of reference literature, tools, and equipment to forensic documentation labs statewide.

5% Development of Protocols and Policies & Procedures (E)

Assist management with the administration of protocols and policies and procedures related to the FDP.

5% Special Projects (E)

Work on special projects including, but not limited to, assignments that require profound knowledge of how the FDP labs operate and conduct training sessions statewide. Serve as a technical resource person for all field representatives and lab representatives statewide regarding policies and procedures, laws, automotive technology, and investigative techniques related to statewide undercover operations. Other duties as required.

5% Back up to other Program Representative IIs (E)

Provide assistance with the management of Undercover Vehicle Operations.

5% Laws/Regulations (E)

Review new legislation and proposals to determine the impact on the FDP.

5% Training / Meetings (M)

Attend and conduct meetings as required as well as attend training classes.

B. Supervision Received

The incumbent receives general supervision from the Program Representative III.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

Daily contact with office staff, occasional contact with departmental employees at various levels, various outside state and local law enforcement agencies. Contact relates to all aspects of undercover vehicle documentation, various automotive repair practices and technical knowledge.

F. Actions and Consequences

FDP staff must be assured of a safe working environment. Violation of state, local and/or federal regulations could result in fines. High consequence to the Department if documentation/declaration errors are committed; loss of integrity to the Department, potential negative impact to consumers, and the inability to meet the Bureau's mission, vision, and goals to protect the consumer.

G. Functional Requirements

The incumbent works up to 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. Position requires occasional driving.

H. Other Information

The PR II routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to investigative/case matters at all times. Regular, consistent, and timely attendance is required. The PR II must have the ability to work under changing priorities and deadlines, the ability to look and act in a professional manner, and communicate effectively. Knowledge and proficiency in the use of Microsoft Word is required. Knowledge and proficiency in the use of Excel is desired. Knowledge of the Provisions of the Automotive Repair Act, Vehicle Inspection and Maintenance Program, and industry standards for vehicle repairs and diagnoses is required. In addition, repair tools and equipment, repair methods, adjustments, servicing of automobiles/automotive pollution control systems, and thorough knowledge of vehicle documentation and formal investigations is necessary. A valid California driver's license is also required. Incumbent is expected to travel when necessary. Overnight travel may be required.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

This position is subject to the Incompatible Work Activity (IWA) Policy of the Department of Consumer Affairs. Unless previously disclosed and resolved, any participation and/or ownership related to an Automotive Repair Dealer, and possession of any Bureau of Automotive Repair license, must be disclosed and resolved pursuant to the IWA policy.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name

Updated: 3/2024

Approved: 4/2024