

**Department of Consumer Affairs**

Position Duty

Statement HR-41

(Revised 9/2019)

<b>Classification Title</b> Supervising Special Investigator II (Non-Peace Officer)	<b>Board/Bureau/Division</b> Contractors State License Board (CSLB or Board)/Enforcement
<b>Working Title</b> Program Manager	<b>Office/Unit/Section/Geographic Location</b> Case Management/Norwalk or Sacramento
<b>Position Number</b> 622-301-8545-006	<b>Name and Effective Date</b>

**GENERAL STATEMENT:**

Under the direction of the Supervising Special Investigator II, Peace Officer (Deputy Chief of Enforcement), the Supervising Special Investigator II [(Non-Peace Officer) [SSI-II (Non-P/O)] oversees the Case Management Unit, including the Norwalk Citation Enforcement Section (CES) and Sacramento Disciplinary Services Section (DSS). Specific duties include, but are not limited to:

**SPECIFIC ACTIVITIES [Essential (E) / Marginal (M) Functions]**

**40%(E) Strategic Management and Oversight Planning**

Plan, organize, and direct Supervising Special Investigators Is (Non-Peace Officers) [SSI-I (Non-P/O)] by identifying Board objectives and goals within each unit's disciplinary function. Evaluate the effectiveness, efficiency, and results of legal action programs and business processes to ensure all laws, policy and procedures are being met and supported by the ~~Norwalk Citation Enforcement Section (CES) and Sacramento Disciplinary Services Section (DSS)~~. (20%)

Ensure supervisors complete timely Individual Development Plans (IDP), probationary reports, and annual performance evaluations to assess employee abilities, training needs, and successes. Provide support and guidance to supervisors in the development of solutions, work development plans, training, counseling sessions, and adverse actions to address areas of concern relating to employee matters such as performance issues, attendance, and misuse of equipment. Provide opportunities, training and constructive feedback which encourage and promote growth and development of subordinate staff and allow them to excel in their assignments. Monitor and ensure supervisors and their staff complete all job required training such as supervisors training, sexual harassment prevention, conflict of interest, and ethics training. (20%)

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**30%(E) Workflow Analysis and Performance Strategy**

Collect, compile, and analyze workflow, workload, and performance data by preparing reports detailing the CES and DSS production goals. Prepare reports identifying each program's specific function and assess opportunities for performance improvement. Conduct regular meetings with SSI-Is (Non-P/O) to ensure fulfillment of established quality, consistency, and performance objectives and initiate corrective measures, as required. Identify performance improvement and conduct training, guidance, and mentorship to achieve Board's objectives and goals. **(25%)**

Review and research time sensitive correspondence received from the Governor's Office, Agency, the Department of Consumer Affairs, legislators, industry, and general public, and develop a proposed response for the Deputy Chief of Enforcement to address concerns in a timely manner. Controlled correspondence also includes correspondence addressed directly to the Registrar and or CSLB Board members. **(5%)**

**20%(E) Policy Development and Performance Enhancement Strategy**

Manage and participate in developing and maintaining up-to-date, written policies, guidelines, and procedures governing the processing of non-licensee and licensee citations, and related appeals. Work through SSI-I (Non-P/O) to improve performance. (10%)

Identify and communicate in person or by correspondence to the SSI-I (Non-P/O) on opportunities for improving operational efficiency and effectiveness. Identify procedures that are deficient or outdated and communicate suggestions or proposed changes or revisions to Enforcement Complaint Handling Manual and Enforcement Procedures memos. Make recommendations to Deputy Chief of Enforcement and assist in the development of necessary revisions that meet the needs of public, industry, professions, and community organizations and groups. Recommend changes to existing and proposed legislation to Deputy Chief of Enforcement. (10%)

**5%(E) Financial Oversight and Expense Monitoring**

Monitor the costs and possible budgeted/unbudgeted expenses associated with use of industry experts, investigative costs, maintenance/repair bills, lost or stolen state equipment, Calcard purchases (office supplies), overtime and compensatory time off (CTO).

**5%(M) Stakeholder Engagement and Outreach Strategy**

Build cooperative work relations with local law enforcement agencies, media, legislators, consumer groups, industry, building officials and other government agencies. Travels throughout the state to various CSLB field offices to attend meetings and training exercises when needed. Attends outreach events as a speaker or panel member as requested by the CSLB public information office; attends meetings of the local Better Business Bureau, California Building Officials (CALBO), Building and Safety Departments, District Attorney association

meetings, Senior Scam Stopper events, law enforcement training sessions regarding such topics as elder abuse, traveler scam artists, etc.

**B. SUPERVISION RECEIVED**

The incumbent is under the direction of the Deputy Chief of Enforcement and may also receive direction from Chief of Enforcement (CEA A).

**C. SUPERVISION EXERCISED**

The SSI-II (Non-P/O) directly supervises SSI-Is (Non-P/O) in the CES and DSS, and indirectly supervises Special Investigators, Staff Services Analyst, Office Services Supervisor II (General), and Office Technicians (Typing) assigned to the CES and DSS.

**D. ADMINISTRATIVE RESPONSIBILITY**

The SSI II (Non-P/O) provides technical and program consultation to management to assure a quality and consistent program. The efficiency of the Board's Disciplinary and Enforcement Services relies heavily on the direction and support provided by the Deputy Chief of Enforcement. The SSI II (Non-P/O) assists the Deputy Chief of Enforcement with designing and evaluating a program that meets the needs of public, industry, professional, and community organizations and groups.

**E. PERSONAL CONTACTS**

The incumbent has regular telephone, written and personal contact with the general public, the offices of the Attorney General and District Attorneys, CSLB Board, management, staff, and others regarding the laws, rules, regulations, and policies relating to the enforcement program. Proficient, high-quality written and oral communication skills are required to represent the CSLB in a professional and reputable manner to the public, law enforcement and other state agencies.

**F. ACTIONS AND CONSEQUENCES**

Incumbent oversees the processing of non-licensee and licensee citations, disciplinary actions against licensees, and appeals of license denials. The incumbent provides day-to-day operational oversight to staff engaged in the investigation of consumer complaints. Errors in judgment or procedure can result in incorrect disclosure of license and enforcement activity status information to the public or improper denial, suspension, or revocation of a contractor license as mandated by law and will not meet the goals and objectives set forth in the strategic plan, mission statement, and established policies and procedures.

**G. FUNCTIONAL REQUIREMENTS**

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week and may be required to work specified hours based on the business needs of the office. Incumbent works in an office setting with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential.

Movement is consistent with office work and requires the incumbent to frequently remain in a stationary position and must frequently move about to and/or from workstations. The incumbent must occasionally position self to perform a variety of tasks, including retrieval of files and occasionally lifts up to 30 pounds. Incumbent is required to attend staff meetings, formal/informal training, communicate program updates, and provide direction/guidance on employee related issues.

H. **OTHER INFORMATION**

The incumbent must possess effective verbal and written communication skills, interpret and apply laws, rules and regulations, identify and take corrective administrative action on specific problems, use good judgment in decision making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to CSLB management and employee needs. The incumbent is required to travel by various methods of transportation to provide technical and program consultation to staff. Incumbent in this position will be required to submit fingerprints to the Department of Justice for criminal history background clearance and be cleared before hiring.

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.

**Conflict of Interest**

This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st, and within 30 days of leaving office.

**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.)

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Employee Signature

Date

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Employee 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.**

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Supervisor Signature

Date

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Supervisor Printed Name

**Approved: 5.2024 HM**