Department of Consumer Affairs
Position Duty Statement
HR-041 (new 7/2015)

Classification Title **Program Representative II**	**Board/Bureau/Division** Bureau of Automotive Repair
Working Title Enforcement Investigator Lead	**Office/Unit/Section / Geographic Location** Enforcement / San Jose Field Office
Position Number 646-153-6823-001	**Name and Effective Date**

General Statement: Under the general supervision of the Program Representative III (Supervisor), the Program Representative II (PR II) acts as a lead person and technical resource person and independently investigates the more complex cases. The PR II provides instruction and guidance regarding laws and regulations contained in the Automotive Repair Act and performs case data analysis, investigation planning, and field training. The specific duties include, but are not limited to the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

50% (E) Conduct the more complex investigations
Physically examine vehicles and a variety of records to secure or verify information concerning suspected violations and violators. Document confirmed violations for resolution of complaints. (10%)

Identify, gather, assemble and preserve statements, affidavits, automotive components of various weights and sizes as well as other evidence for use in legal action. (10%)

Communicate with consumers and repair facilities in writing, by telephone, or in person to develop facts while investigating consumer complaints. Take statements and interview witnesses. (10%)

Prepare detailed investigative reports to recommend appropriate disciplinary actions. (10%)

Conduct covert undercover vehicle/surveillance operations to ensure compliance with laws pertaining to automotive repair and smog check services. (10%)

40% (E) Lead to Program Representative I's (PR Is)
Provide technical information and guidance relating to formal investigations and consumer complaint investigations. (30%)

Assist PR I in prioritizing workload and obtaining equipment necessary to conduct proper investigations. (10%)

5% (M) Public Outreach
Provide instruction and information to individuals or groups of repair dealers, trade associations, and consumer groups regarding laws and regulations contained in the Automotive Repair Act. Assist consumers and repair facility representatives contacting the field office in person or by telephone with requests for information.

5% (M) Assists management
Assist management with the administration and enforcement of the laws and regulations by performing case data analysis, investigation planning, and field training.

B. Supervision Received

The PR II works under the general supervision of the Program Representative III (Supervisor).

C. Supervision Exercised

NONE

D. Administrative Responsibility

NONE

E. Personal Contacts

Extensive contact with PR I's, representatives from other law enforcement agencies, repair facilities, and consumers regarding program information.

F. Actions and Consequences

As a lead, failure to properly provide accurate and complete information to the PR I's could result in an improper investigation being conducted. Ineffective investigative planning could result in delays in the projects and/or outcomes not meeting critical deadlines.
Failure to complete assigned casework in a timely manner, or inefficiency in conducting investigations, may have a negative impact on consumers or licensees. Investigations not completed in a timely manner can delay licensing, possibly causing loss of income for a person who cannot be licensed (or renewed) until the investigation is completed. An inadequate investigation may result in allowing a violation of the Automotive Repair Act to go undetected or unpunished. In addition, an inadequate investigation by the Program Representative II may result in an unwarranted administrative action being taken against a licensee. It may also result in the loss of integrity to the DCA, and inability to meet the Bureau's mission, vision, and goals to protect the consumer.

H. Functional Requirements

The incumbent works 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 in the office are consistent with office work. In addition, the incumbent will spend approximately 50% of time per week in the field, which includes sitting/driving and walking.

I. Physical Demands:

In an 8-hour work shift, an employee will routinely:

Stand/Walk	Occasionally
Sit	Occasionally
Drive	Frequently
Bend/Stoop	Occasionally
Squat/Crouch	Occasionally
Crawl	Occasionally
Reach/Stretch	Occasionally
Balance	Occasionally
Push/Pull	Occasionally
Carry	Occasionally
Lift	Occasionally
Kneel	Occasionally
Twist	Occasionally
Foot Movement	Continuously
Hand Manipulation	Continuously
Occasionally =	1-33% of workday
Frequently =	34-66% of workday
Continuously =	67-100% of workday

J. Environmental Conditions:

The employee will work both indoors and outdoors, depending on the situation s/he is involved in at any given time. While indoors, the temperature and humidity is reasonably controlled, but while out of doors, the employee is exposed to climatic conditions. While driving, the employee is exposed to dust and fumes. The employee may occasionally be exposed to toxic materials. There is a reasonable expectation of contact with potentially hazardous materials or chemicals.

H. Other Information

As a PR II for the BAR, this position 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 sensitive investigative matters at all times. Regular and consistent attendance is required. In addition, the incumbent must have the ability to: work cooperatively with others; exhibit courteous behavior toward coworkers and the public at all times; report to work on time; work under changing priorities and deadlines; and look and act in a professional manner. Knowledge and proficiency in the use of Microsoft Excel is desired. Knowledge and proficiency in the use of Microsoft Word is required. The incumbent must have the ability to communicate effectively, both verbally and in writing. A valid California driver's license is also required. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation.

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.)

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Employee Signature Date

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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

_____

Printed Name

Revised: 1/2019