

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 5/04)

Classification Title	Board/Bureau/Division
CEA B	Bureau of Automotive Repair
Working Title	Office/Unit/Section / Geographic Location
Deputy Chief	Field Operations and Enforcement Division/Sacramento
Position Number	Effective Date
646-100-7500-005	

General Statement: Under the general direction of the Chief, Bureau of Automotive Repair (BAR), Exempt Level F, the position is responsible for the overall management, direction, and coordination of the Field Operations and Enforcement Division (Division), implementing the elements of the Department’s and Bureau’s business strategic plan; develop new policies and procedures; and continuously improving business processes. This position serves as a top management advisor on all matters relating to field operations and enforcement.

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

40% Division Program Management and Oversight (E)

Oversee, direct, and manage all the field operations and enforcement activities of the Division; including formal investigations, inspection of smog check stations, vehicle documentation and the filing of formal disciplinary actions.

Advise the BAR Chief and the Department’s executive staff on all matters relating to all automotive repair and Smog Check field operations and enforcement programs, including new automotive and security technologies.

Oversee the production of monthly division activity reports, trend reports and performance outcome reports. Determine the most appropriate use of the Division’s financial and personal resources.

Periodically meet with enforcement staff and assess, in person, field facilities throughout the state.

30% Policy Development (E)

Formulate, interpret, and evaluate the Department’s policies and procedures directly impacting the mission of the automotive repair, field operations, and enforcement program. This includes, but not limited to, new technologies, streamlining and modernization efforts,

Establish, implement, and direct the program activities and policy and the direction of the division’s statewide programs which affect the public and recommend modifications of current statutes/regulations

Seek concurrence with the BAR Chief to ensure decision are consistent with Departmental and Administrative goals. Carry out new policies and procedures to streamline the investigation and processing of BAR disciplinary cases against licensee.

20% Strategic Planning (E)

Identify business modernization needs and implement policy and program changes within the Field Operations and Enforcement Division that will improve business processes and enhance BAR's consumer protection and clean air missions.

Design and implement automotive repair and Smog Check field operations and enforcement goals and objective developed to ensure consistency with the Department's and Bureau's mission and vision.

Define and refine the mission of the Field Operations and Enforcement Division, formulating long range and annual goals in accordance with the Department's Strategic Plan.

Coordinate Division budget development and implementation; assist in the development of market condition assessments; coordinate market correction strategies.

Collaborate with the DCA management team to develop innovative business practices for use within the Division.

10% Legislation (E)

Formulate assessment of proposed Legislative and Regulatory impacts on the enforcement programs. Develop proposals and initiatives.

Participate in the analysis of proposed legislation and regulations and testify before Legislative Committees.

B. Supervision Received

The incumbent works under the general direction of the BAR Chief.

C. Supervision Exercised

The incumbent is a member of BAR's Executive Management Team over 12 field offices, 7 vehicle documentation laboratories and 3 headquarters offices which collectively comprise the Field Operations and Enforcement Division of the BAR. The incumbent directly supervises four Program Manager II.

D. Administrative Responsibility

The incumbent is the top management advisor on all matters related to BAR's Field Operations and Enforcement Division.

E. Personal Contacts

This position has daily contact with the Chief, BAR; frequent contact with the Department's executive staff, Agency Secretary; frequent, usually sensitive contact with members of the Legislature and their staff, Governor's Office, U.S. Environmental Protection Agency, Attorney General's Office, District Attorney offices, automotive industry, other state agencies, media, and the public. The incumbent periodically meets with enforcement staff and assesses, in person, field facilities throughout the state.

F. Actions and Consequences

Consequence to the Department if errors are committed, loss of integrity to the Department, potential negative impact to the Automotive Repair and Smog Check Program, inability to meet the Bureau's mission, vision, and goals to protect the consumer.

G. Functional Requirements

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office. The incumbent works in an office setting with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The position requires bending and stooping; ability to use a laptop, fax, copier, and other office equipment; walking, sometimes outdoors in inclement weather; occasional lifting, up to 25 lbs. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation.

H. Other Information

The incumbent must be able to reach sound conclusions; analyze situations and take effective action; work cooperatively with others; submit clear, complete, and technically accurate reports; and communicate effectively. In addition, the incumbent must have knowledge of the provisions of the Automotive Repair Act and the Vehicle Inspection and Maintenance Program; industry standards for diagnosis and repair of automobiles; tools, equipment, and methods used in the repair, adjustment, and servicing of automobiles and automotive pollution control systems; methods of measuring automotive emissions; law and regulations applicable to automotive repair and emission control.

This position is subject to the Incompatible Work Activity (IWA) Policy of DCA. 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.

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 1, 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.)

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

Revised: 02/2021



STATE OF CALIFORNIA



DEPARTMENT OF CONSUMER AFFAIRS

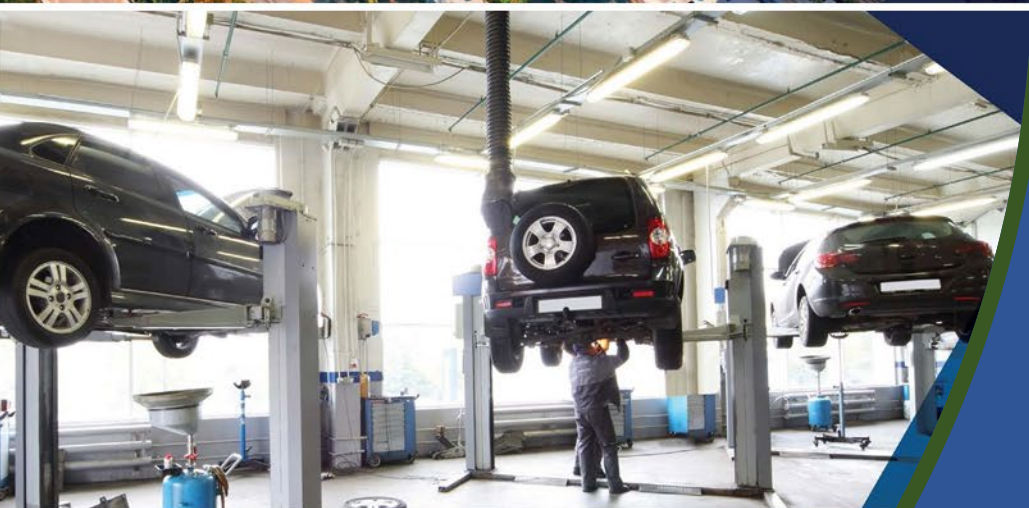
CAREER OPPORTUNITIES



DEPUTY CHIEF

*Career Executive Assignment,
level B*

Field Operations and
Enforcement Division



B!R California Bureau of
Automotive Repair



The Department of Consumer Affairs (DCA), Bureau of Automotive Repair (BAR) is seeking a talented and exceptional candidate to become the Deputy Chief of BAR's Field Operations and Enforcement Division (Division). The Deputy Chief is a member of BAR's executive management team and implements elements of BAR's business strategic plan, develops new policies and procedures, and continuously improves business processes.

- Investigating and taking disciplinary action against licensees who violate the law.
- Administering and enforcing the Smog Check Program.

Mission

Serve Californians through effective regulation of the automotive repair and Smog Check industry.

Vision

Educate and empower consumers by promoting a competitive automotive repair marketplace and model vehicle emissions reduction program.

Values

Accountability
Diversity
Integrity

Communication
Innovation
Transparency

THE BUREAU

BAR provides a wide range of consumer protection services, including:

- Registering and regulating approximately 36,000 California automotive repair dealers.
- Licensing Smog Check stations, inspectors, and repair technicians.
- Licensing brake and lamp stations and adjusters.
- Mediating automotive repair complaints, saving California consumers millions of dollars each year in the form of direct refunds, rework, and bill adjustments.



FIELD OPERATIONS AND ENFORCEMENT DIVISION

Based in Rancho Cordova with 12 field offices and six forensic documentation laboratories stationed throughout the state, the Field Operations and Enforcement Division – with approximately 400 staff – is responsible for investigating and taking disciplinary action against licensees who violate BAR laws and regulations. Vital functions also involve developing and implementing investigation methods, establishing industry standards, and public policy making.

For further information about BAR, visit its website at www.bar.ca.gov.

THE POSITION

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APPLICATION PROCESS

Statement of Qualifications

BAR is looking for a Deputy Chief to take the helm of a high performing team to support and carry out the mission of BAR.

The selection process will consist of a thorough evaluation of the applicant's Statement of Qualifications (SOQ). Applications without the SOQ will be eliminated from the process.

An SOQ is a narrative description of how an applicant's education, experience, knowledge, skills and abilities meet the qualifications for this position. If you are interested, you must submit an SOQ responding to all six Desirable Qualifications listed. Please refer to the examination bulletin for guidelines on how to complete the SOQ and for additional information.

Desirable Qualifications

Innovative Leadership – A dynamic leader who can exhibit strong interpersonal and mentoring skills, including promoting a high-performance culture where employees are motivated and enabled to perform to their greatest potential; introducing new initiatives that require a cultural shift for staff to an alternative way of accomplishing their work; rolling out a big picture vision using initiative to get the cooperation of staff and successful implementation.

Enforcement Program Management – Managing activities of a statewide enforcement program with multiple field offices and staff at all levels, including oversight, planning, organizing, directing and managing program operations; leadership; supervision; and management accountability. Overseeing large scale investigations, inspections, and/or case management functions that involve filing formal disciplinary actions, working closely with the Office of the Attorney General, local district attorneys, and/or other law enforcement organizations; resolving disputes between two or more parties involving the application of laws and regulations.

Strategic Planning & Data-Driven Decision-Making – Identifying business modernization and process improvement needs with successful implementation and formulation of long range and annual goals, analyzing data to guide staff, prioritizing work and promoting maximum efficiency; modifying the course of a program; and utilizing complex program data that relies on statistical sampling and trend analysis, and applying new ways of thinking, problem solving, new technologies and modernization efforts to achieve the mission and vision.

Diplomacy and Communication – Advising and collaborating with top management in relation to the management of a statewide program, using different strategies and techniques for soliciting input from a widely dispersed organization and communicating critical program and/or policy changes in an expeditious manner; bridging disparate programs

that rely on each other in the accomplishment of their work; dealing with a variety of public and private persons and governmental and/or industry groups in matters of significant program sensitivity.

Policy Development and Implementation – Interpreting, evaluating, improving, amending, developing, recommending, and implementing policies and procedures consistent with departmental and administrative goals, objectives, and/or changes in practice. Formulating annual and long-range goals in accordance with the department’s Strategic Plan and developing and implementing action plans for staff to achieve goals.

Legislation – Formulating assessment of proposed legislative and regulatory impacts on a program; developing proposals and initiatives; analyzing proposed legislation and regulations; testifying before legislative committees.





THE COMPENSATION

The annual salary range for the Chief Deputy position in 2021 is \$129,972 - \$154,834, placement within this range is dependent upon qualifications and employment history.

Retirement – BAR participates in the California Public Employees’ Retirement System (CalPERS) under a 2% @ 55 formula for “classic” members (membership before January 1, 2013) and 2% @ 62 formula for new members.

Deferred Compensation – 457 Deferred Compensation Program available (no matching contribution)

Insurance – Medical coverage through a CalPERS health program.

Additional Benefits – Dental and Vision, Long Term Disability Insurance coverage, Life Insurance, and free parking.

LOCATION

This position is located at BAR headquarters in Rancho Cordova (Sacramento County).

HOW TO APPLY

If you are interested in this outstanding opportunity, please apply at:

[Deputy Chief, Field Operations & Enforcement](#)

Filing Deadline:
8/31/2021

Carefully read and follow the instructions on the examination bulletin. Failure to do so could result in being eliminated from the examination and selection process.

Note: Eligibility to take a CEA examination does not require current permanent status in civil service.

For questions about the position or BAR, please contact Layla Killion at Lavla.Killion@dca.ca.gov.