

Department of Consumer Affairs

Position Duty Statement

HR-041 (9/19)

Classification Title	Board/Bureau/Division
Special Investigator	Contractors State License Board (CSLB or Board)
Working Title	Office/Unit/Section/Geographic Location
Experience Verification Investigator	Enforcement Division / Quality Assurance Unit / [Sacramento or Norwalk]
Position Number	Name and Effective Date
622-301-8612-XXX	

General Statement: Under the general direction of the Supervising Special Investigator I (Non-Peace Officer) [SSI-I], the incumbent independently conducts comprehensive field investigations on a minimum of 3% of contractor licensure applications received in order to verify qualifying experience claimed. Duties include, but are not limited to, the following:

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

50% (E) APPLICANT EXPERIENCE INVESTIGATIONS

Investigate and verify the qualifying experience claimed by applicants on applications for licensure. Contact and interview employers, certifiers, homeowners, material suppliers, building departments and other validating parties by telephone and written correspondence to gather statements and additional evidence in the investigation of experience claims. Maintain telephone and written contact with applicants during verification investigation to identify problems with the application and request additional documentation if needed. (30%)

Review and evaluate complex application packages containing documentation and information to support qualifying experience being claimed. Utilize and apply CSLB laws, rules, and regulations to determine acceptable experience qualifications. (20%)

30% (E) INVESTIGATION REPORTS

Prepare clear and concise investigation reports documenting results of the applicant experience investigation. Document persons contacted and the documentation obtained and reviewed. Determine the disposition of the investigation. If the investigation is referred to denial, incumbent notifies the qualifier of the denial and the denial process. If a hearing is requested, the incumbent coordinates the completion of the Statement of Issues and works with the Office of the Attorney General in preparation for hearings administered by the Office Administrative Law. Incumbent provides testimony at the hearing relative to the CSLB investigation.

15% (E) APPLICATION DENIALS AND APPEALS

If the application is recommended for denial, provide technical assistance and supporting documentation to Disciplinary Services Section staff as needed to support preparation and issuance of the denial. If the denial is appealed, provide technical assistance and supporting documentation to the Disciplinary Services Section and the Office of the Attorney General as needed to support preparation of a Statement of Issues. If additional information is provided by the applicant, complete a supplementation investigation of the additional information and prepare a Supplemental Investigation Report. If the appeal proceeds to hearing, provide testimony regarding the investigation.

5% (E) PROGRAM SUPPORT

Respond to telephone inquiries and correspondence from applicants, employers, Enforcement Program staff, and other governing agencies regarding the statutes, regulations, policies, and procedures governing the application investigation and denial process.

B. Supervision Received

The Special Investigator is under the general direction of the SSI-I and may also receive direction from the Chief of Enforcement and Deputy Chief of Enforcement.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has regular contact with the public and licensees to gather statements and evidence in the investigation of experience claims, local law enforcement and District Attorney offices to coordinate prosecution of illegal activity; Office of the Attorney General to assist in the administrative legal action process and hearings; and CSLB management and staff in daily, routine business communications.

F. Actions and Consequences

Incumbent investigates qualifying experience claimed by applicants on their application for licensure and may, based on results of the investigation, recommend denial of the application. Errors in judgment or procedure can result in improper denial of a contractor license.

G. Functional Requirements

The incumbent performs field investigations, which requires automobile travel to project sites. The position requires the incumbent to spend approximately 60% of the time per week in the field which includes frequently remaining in a stationary position, frequently moving about to and/or from worksites, frequently in a construction area over uneven ground, sometimes outdoors in inclement weather, and occasionally moving equipment and supplies weighing up to 30 pounds. The incumbent must also occasionally position self to perform a variety of tasks.

In an office setting, with artificial light and temperature control, the incumbent also uses a personal computer to prepare investigative reports and initiate or respond to work-related email and uses both desk phones and mobile phones. In this setting, the incumbent must be able to frequently remain in a stationary position at a workstation (40%). Standing requirements are consistent with office work, and also requires the incumbent to position self to perform a variety of tasks including retrieval of files.

Environmental Conditions: The employee is required to work both indoors and outdoors, depending on the situation he or she is involved in, at any given time. While indoors, the temperature and humidity are reasonably controlled, but while outdoors, the employee is exposed to climatic conditions. The employee may be exposed to dust, fumes, and construction related materials.

Physical Requirements: While outdoors, the employee must occasionally position self to perform a variety of tasks on uneven ground.

H. Other Information

The position requires a thorough and detailed knowledge of appropriate laws, rules, regulations, and administrative policy of the Board. The Incumbent must possess good oral and written communication skills, 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. Regular attendance and punctuality are essential for this job.

The incumbent must demonstrate the ability to work independently with flexibility and tact; have a good memory for names, faces and incidents; and is required to travel by various methods of transportation to conduct investigations. The incumbent must also possess a valid driver license, a good driving record, and is expected to drive vehicles safely. The incumbent shall participate in DMV's Employer Pull Notice Program (EPN), which is a process for providing the Department with a report showing the driver's current public record as recorded by the DMV, and any subsequent convictions, failures to appear, accidents, driver's license suspensions, driver's license revocations, or any other actions taken against the driving privilege or license, added to the driver's DMV record.

The incumbent in this position will be fingerprinted for the purpose of obtaining a criminal record check. The incumbent must pass a medical examination to ensure fitness. Additionally, 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.)

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

2/2022