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| Classification Title | Board/Bureau/Division |
| Automotive Program Representative | Bureau of Automotive Repair |
| Working Title | Office / Unit / Section / Geographic Location |
| Enforcement Investigator | Field Operations & Enforcement Division / San Jose Field Office |
| Position Number | Name and Effective Date |
| 646-153-6840-001 | |

General Statement: Under the general supervision of the Automotive Program (AP) Supervisor I, the Automotive Program Representative (APR) performs a full range of field and office duties related to the regulation of the automotive repair industry. Responsibilities include, but are not limited to, investigating consumer complaints, conducting inspections and audits of automotive repair facilities, and ensuring compliance with the Automotive Repair Act (ARA) and related laws and regulations.

The APR collects, analyzes, and preserves evidence, prepares detailed investigative reports that may lead to disciplinary actions, and may provide testimony describing BAR findings in administrative, civil, or criminal proceedings, including small claims court. This position requires technical knowledge of automotive repair practices and the ability to interpret and apply complex laws, policies, and procedures to protect California consumers from fraudulent and unsafe automotive practices and promote compliance within the automotive repair industry.

Assignments may vary in complexity and responsibility appropriate to the incumbent's skill and range level within the classification. As an incumbent gains experience, they are expected to perform duties with increasing independence, complexity, and higher consequence of error.

Duties include, but are not limited to, the following:

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

65% (E) Investigations

Investigate consumer complaints by interviewing complainants, automotive repair facilities, and witnesses; collect written and oral statements and affidavits in person, by phone, and in writing. Facilitate resolutions to disputes between consumers and licensees in accordance with applicable laws, policies, and procedures. Identify, gather, and preserve relevant evidence, including estimates, repair orders, invoices, parts, technical data, and photos, for potential use in legal actions. Examine vehicles and related records to verify claims and identify potential violations of the Business and Professions Code, California Code of Regulations, Health and Safety Code, Vehicle Code, Insurance Code, and Penal Code. Prepare investigative reports, documenting factual findings and supporting evidence, and make recommendations for appropriate action. (35%)

Address complex investigations involving repeat offenders or public safety threats and assist in training or mentoring of new staff on investigation procedures. (15%)

Participate in undercover operations to detect fraud or verify compliance with laws pertaining to the ARA, the Smog Check Program, and the Vehicle Safety Systems Program. (10%)

Maintain accurate enforcement records in BAR tracking systems, adhering to enforcement timelines. (5%)

15% (E) Field Inspections

Conduct inspections of licensed facilities, including Automotive Repair Dealers (ARDs), car lots, and parts suppliers, to verify ongoing compliance with applicable laws and regulations.

Inspect facilities applying for licensure as Official Smog and/or Vehicle Safety Systems Stations, ensuring all equipment, personnel, and operational requirements are met.

Identify and inspect unlicensed businesses and/or individuals in violation of the ARA, document violations and initiate enforcement actions where appropriate.

Perform more complex inspections and assist in training or mentoring of new staff on inspection procedures.

15% (E) Private and Public Contact / Outreach

Provide guidance and education to consumers, licensees, and industry stakeholders with information and questions related to the ARA, Smog Check and Vehicle Safety Systems Programs, and other BAR programs.

Represent BAR at public events or meetings; provide presentations to individuals or groups such as ARDs, trade associations, consumer groups, and educational institutions regarding laws and regulations.

Attend job related meetings and training sessions.

Assist or lead outreach efforts, assist with training or mentoring of new staff, or assist in developing training and educational materials.

5% (E) Provide Expert Testimony

Testify as to facts or as an expert witness in administrative hearings, civil or criminal proceedings, and in small claims court in matters involving BAR investigations and findings.

Explain technical repair issues, investigative procedures, and BAR policies clearly and professionally to judges, juries, attorneys, and other parties.

Provide testimony in high-profile or complex cases involving technical or legal nuances or assist in training or mentoring of new staff on courtroom testimony procedures.

B. Supervision Received

The APR works under the general supervision of the AP Supervisor I, but may receive direction from an Automotive Program Supervisor II or Automotive Program Manager.

C. Supervision Exercised

NONE

D. Administrative Responsibility

NONE

E. Personal Contacts

Daily interaction with supervisors, support staff and other APRs in the field office. Frequent contact with the public, including licensees, complainants, and witnesses. Regular interaction with other government agencies, such as law enforcement, district attorneys, and the Attorney General's Office.

F. Actions and Consequences

Failure to properly complete an investigation in a timely manner may delay licensure and cause the Department of Consumer Affairs (DCA) loss of licensing fees and may negatively impact

individuals who are unable to obtain or renew licensure while an investigation is pending. An inadequate investigation may allow violations of the ARA to go undetected or result in an administrative action to be brought against an undeserving person, undermining DCA's integrity and hindering BAR's mission, vision, and goals to protect consumers. The consequences of error increase at higher ranges as responsibilities become more complex and investigations carry greater impact.

G. Functional Requirements

The incumbent works 40 hours per week including time spent in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Stationary position requirements in the office are consistent with office work. Approximately 75% of time is spent in the field, includes remaining in a stationary position, driving, and ambulating for extended periods during fieldwork. Frequent hand manipulation and body movements are expected. Occasionally, the incumbent must maneuver around, underneath and/or over obstacles during investigations.

Physical Demands

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

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|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 | Occasionally, the incumbent will use repetitive foot movements when driving a vehicle. |
| Hand Manipulation | The incumbent uses hands respectively for fine manipulating motor skills and firm grasping with all joints and digits for writing or typing reports. |

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| Occasionally | = | 1-33% of workday |
| Frequently | = | 34-66% of workday |
| Continuously | = | 67-100% of workday |

Environmental Conditions

Work may be performed both indoors and outdoors. Indoor work is in a controlled environment; outdoor work may expose the incumbent to climatic conditions, dust, fumes, and potentially hazardous materials or chemicals. Inspections may require working in automotive bays or repair areas, where exposure to tools, machinery, and minor hazards is common. Driving may pose additional environmental exposure.

H. Other Information

The incumbent routinely handles sensitive and confidential material and must maintain strict confidentiality. Regular and consistent attendance, punctuality, professionalism, and cooperative behavior with coworkers and the public are essential. The incumbent must demonstrate flexibility under changing priorities and deadlines. Travel throughout an assigned geographical area is required by various methods of transportation.

- Knowledge and proficiency in Microsoft Word is required; Excel is desired.

- Effective verbal and written communication is essential.
- A valid California driver's license is required.
- Occasional 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 equitable services, 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 DCA. Unless previously disclosed and resolved, any participation and/or ownership related to an ARD, and possession of any BAR 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

Employee's Printed Name, Classification

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, Classification

Revised 7/2025