

**Department of Consumer Affairs**

Position Duty Statement

HR-41 (Revised 9/2019)

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<b>Classification Title</b> Supervising Special Investigator II (Non-Peace Officer)	<b>Board/Bureau/Division</b> Contractors State License Board (CSLB or Board)
<b>Working Title</b> Program Manager	<b>Office/Unit/Section/Geographic Location</b> Enforcement Division/Intake and Mediation Centers (IMC) Sacramento
<b>Position Number</b> 622-301-8545-005	<b>Name and Effective Date</b>

**GENERAL STATEMENT:**

Under the direction of the Deputy Chief of Enforcement (Supervising Special Investigator II), Contractors State License Board (CSLB) the Supervising Special Investigator II [(Non-Peace Officer) SSI II] plans, organizes, directs, and supervises the work of the Enforcement Division's statewide Intake and Mediation Centers (IMC) program. This program is responsible for the intake and mediation of consumer complaints. Specific duties include, but are not limited to, the following:

**A. SPECIFIC ACTIVITIES [Essential (E) / Marginal (M) Functions]****35% (E) Strategic Planning, Leadership, and Oversight of Intake Mediation Centers**

Plan, create vision, organize, direct, and evaluate the results, efficiency and effectiveness of statewide staff responsible for the receipt, intake, and mediation of consumer complaints pertaining to unlicensed operators and licensees. Direct the work of the two IMC units through subordinate Supervising Special Investigators I (SSI I) and track processing times and employee production through enforcement databases and statistical reports. Provide technical and program consultation to management and confer with other managers, supervisors, and staff to assure a consistent and quality statewide program.

**20% (E) Financial Oversight, Expense Monitoring, Staff Development, Training and Evaluations**

Monitor program cost, budgeted and unbudgeted, associated with expenses of Industry Expert's, investigative costs, maintenance/repair bills, lost or stolen state equipment, Calcard purchases (office supplies), vehicle usage, overtime, or Compensating Time Off (CTO).

Ensure timely Individual Development Plans (IDP), probationary reports, and annual performance evaluations are given to assess employees' 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 to subordinate staff to promote growth and development.

**10% (E) Operational Efficiency and Policy Enhancement**

Identify and communicate, in person or by correspondence, to the SSI Is opportunities for improving operational efficiency and effectiveness of the IMC program. Provide periodic review of enforcement program policies and procedures, and existing CSLB statutes and regulations to ensure they are current, accurate, and consistent with CSLB's strategic objectives. Assist with development and maintenance of standards and guidelines related to program areas. Recommend formulation of, or revisions to, existing enforcement policies, procedures, statutes, and regulations to the Deputy Chief that meet the needs of the CSLB, the public, the industry, the contractor professions, and community organizations and groups.

**10% (E) Board Representation and Stakeholder Engagement**

Represent the Board when communicating in person, in writing, or via telephone with licensees, consumers, trade associations, government organizations, building officials, and media. Attend, represent, and speak on behalf of the Board at outreach events, Senior Scam events, District Attorney Association meetings, trade associations, law enforcement meetings and related government organizations.

**10% (E) Workflow Analysis and Performance Strategy**

Review and research time sensitive correspondence received from the Governor's Office, the Business, Consumer Services and Housing Agency, the Department of Consumer Affairs, legislators, the industry, and the general public, and develop proposed responses for the Division Chief or Deputy Chief to address concerns in a timely manner. Controlled correspondence also includes correspondence addressed directly to the Registrar and or Board members.

**5% (E) Ensure Compliance with Mandatory Training Requirements**

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.

**5% (M) Reporting, Presentations, Legislative Proposals**

Prepare written reports and make oral presentations to CSLB management and Board members on issues relating to the Enforcement program that may include statistics, process changes, procedures, enforcement stings and sweeps, accomplishments and high profile and politically sensitive investigations. Prepare and/or assist in the preparation of Budget Change Proposals regarding new IMC positions or new legislative proposals related to improving enforcement operations.

**5% (M) Strategic Planning**

Assist the Division Chief in the development of the Enforcement Division's Strategic Plans goals and objectives.

**B. SUPERVISION RECEIVED**

The incumbent is under the direction of the Deputy Chief of Enforcement (SSI II) but may receive assignments from the Chief of Enforcement (CEA A).

**C. SUPERVISION EXERCISED**

The SSI II directly supervises the SSI Is in the IMC.

**D. ADMINISTRATIVE RESPONSIBILITY**

The SSI II provides technical and program consultation to management to assure a quality and consistent program. The efficiency of the Board's IMC relies heavily on the direction and support provided by the SSI II. The SSI II reports to the Deputy Chief on the responsibility for the work performed in the IMC Program. The SSI II must effectively use staff resources to carry out CSLB goals and objectives. Without appropriate development, monitoring, and oversight of the Intake and Mediation program, the Board would not be able to promptly mediate and investigate consumer complaints as mandated by law.

**E. PERSONAL CONTACTS**

The incumbent has regular contact with the general public, management, staff, and others regarding the laws, rules, regulations and policies relating to the enforcement program, and works directly with the other governmental agencies relating to the handling of consumer complaints.

**F. ACTIONS AND CONSEQUENCES**

Failure to effectively perform the duties of the position could result in diminished consumer protection and or inappropriate action being taken against licensed and unlicensed contractors. Without appropriate development, monitoring, and

oversight of the Intake/Mediation program, the Board would not be able to promptly mediate and investigate consumer complaints as mandated by law.

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. 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 and worksites. The incumbent must occasionally position self to perform a variety of tasks, including retrieval of files and occasionally lift up to 30 pounds. Incumbent will be required to travel by various methods of transportation.

Travel to the other offices, as needed, to provide technical and program consultation to staff. Attend staff meetings, formal/informal training, communicate program updates, and provide direction and guidance on employee related issues.

H. **OTHER INFORMATION**

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, possess knowledge of investigations techniques and procedures, and direct others in the performance of investigatory work and interview techniques, and be responsive to CSLB management and employee needs. Responsible to promote equal opportunity in hires and employee development and promotion, and to maintain a work environment that is free of discrimination and harassment.

Fingerprinting: Chapter 2, section 154.3 California Business Professions Code (a) pursuant to subdivision (u) of Section 11105 of the Penal Code, the department shall submit to the Department of Justice fingerprint images and related information required by the Department of Justice for an employee, prospective employee, contractor, subcontractor, or volunteer. The Department of Justice shall provide a state- or federal-level response pursuant to subdivision (p) of Section 11105 of the Penal Code.

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.

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.

**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

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Date

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Employee's 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

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Date

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Supervisor's Printed Name

**Approved: 07/2025 HM**

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(Non-Peace Officer)  
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