

# DUTY STATEMENT



☒ **CURRENT**  
☐ **PROPOSED**

<b>CIVIL SERVICE CLASSIFICATION</b> Deputy Labor Commissioner I		<b>WORKING TITLE</b> Field Investigator - Judgment Enforcement Unit (JEU)		
<b>PROGRAM NAME</b> Division of Labor Standards Enforcement			<b>UNIT NAME</b> Los Angeles / JEU	
<b>ASSIGNED SPECIFIC LOCATION</b> Los Angeles			<b>POSITION NUMBER</b> <b>400- 513-9502-340</b>	
<b>BARGAINING UNIT</b> R02	<b>WORK WEEK GROUP</b> 2	<b>BILINGUAL POSITION</b> No	<b>CONFLICT OF INTEREST FILER</b> Yes	<b>BACKGROUND CHECK</b> No

## General Statement

Under direction of a Deputy Labor Commissioner III (Senior Deputy), the incumbent investigates and enforces judgment referrals to resolve all final debt owed pursuant to state labor codes and Industrial Welfare Commission orders. The incumbent processes judgment referrals by analyzing records and conducting investigations; communicating with and providing direction to debtors; making demands on debts owed and negotiating payment plans; taking judgment enforcement or collection action against debtors who fail to comply; and identifying, preparing and collaborating on cases for civil or criminal prosecution. The incumbent also serves as a public information officer to educate workers and employers who have questions about applicable labor laws.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
30%	Processes judgment referrals from Division of Labor Standards Enforcement (DLSE) programs such as Wage Claim Adjudication (WCA) and Bureau of Field Enforcement (BOFE) by analyzing records and conducting investigations to ensure final debts are resolved. Interviews employers, creditors, debtors, and witnesses, in person or by telephone, to identify and determine the extent of assets for the collection or resolution of final judgments (or debts). Issues subpoenas and takes affidavits and interrogatories to facilitate the collection of evidence and information from employers, creditors, debtors, and witnesses to support resolution or enforcement of final judgment or debts. Conducts surveillance to locate the whereabouts of employers and debtors to plan for on-site field visits. Conducts on-site field visits with employers and debtors to interview them in an effort to collect evidence and information to support the resolution or enforcement of judgments or debts. Inspects and analyzes employers and debtors' records and uses various sources in order to determine the types of available assets and whether or not they can be seized to resolve or to enforce judgments or debts in accordance with the law and under DLSE policies and procedures. Schedules and plans logistics for on-site field visits to support the investigation for the resolution or enforcement of judgments. Issues

## DUTY STATEMENT



	citations, stop orders and/or files liens or other legal documents.
<b>30%</b>	Compiles and calculates the principal and interest amounts on debts to determine total amounts owed in order to resolve or to enforce judgments (or debts). Maintains accurate and objective case notes, grounded in fact and evidence, by documenting the notes in a computer-based case management to preserve all investigation findings. Logs all case correspondence and enters case notes about debtor's whereabouts and asset information in case management system to preserve case management integrity. Prepares and refers cases to the Division's Criminal Investigations Unit (CIU) and assists in the prosecution as appropriate. Provides disbursement instructions to the Cashiering Program and the Disbursement Clerks by indicating the amounts of payments to be disbursed.
<b>20%</b>	<p>Communicates demands on all final judgments or debts to debtors and provides directions to them to resolve all delinquencies due. Meets with debtors and their respective representatives to negotiate payment plans in order to resolve or collect debts. Prepares and monitors multiple payment plans and reconciles relevant payment data in case management system in order to preserve accuracy of such information. Initiates collection action by working with the DLSE Legal Program against debtors who fail to comply with the terms of payment plans.</p> <p>Initiates and completes reports and legal documents for management review in order to advance wage recovery enforcement efforts. Responds to requests for hearings on behalf of DLSE by attending hearings to present evidence and information of the investigation such as testimony to support and defend the issuance of citations and stop orders, as well as questioning witnesses and presenting the testimony of witnesses. Supports other DLSE programs, government agencies, non-profit organizations, and workers by developing strategies and identifying collection tools in an effort to increase the resolution or the collectability of debts.</p>
<b>10%</b>	Coordinates with the Office Technician on processing Public Record Act (PRA) requests. Prepares or runs reports on Salesforce and documents PRA information to verify the reliability and/or integrity of the information received. Reviews PRA documents produced and completes relevant redactions of confidential information.
<b>Percentage of Time Spent</b>	<b>Marginal Job Functions</b>
<b>10%</b>	Performs Public Information Duty (PID) for the Division's public counter by telephone, direct contact or electronic mail by providing information about regulations, policies, procedures, and programs within the Division. Evaluates information about workplace conditions and provides information about potential violations and available laws to address these violations as well as all claim-filing alternatives. In addition to conducting research online or in relevant databases, communicates with other programs and/or agencies as needed to identify relevant information about employer's identity, location or operation, including verification of workers' compensation coverage. Refers cases to respective programs and

## DUTY STATEMENT



coordinates real time application of recovery tools. Preliminarily communicates with employer or their representative verbally or in writing to address allegations, resolve dispute or advance the claim. Directs the public to available resources online or otherwise provides informational materials to workers and employers. Responds to inquiries by the public regarding case status by communicating appropriate information available in Salesforce or communicating with respective team member to obtain status. Participates in claim filing clinics, including assists the public with completing various claim forms and provides information about local advocates that provide free legal services. Enters all claims received into Salesforce database. Performs other job-related duties, including takes messages, schedules appointments, transfers calls, and greets visitors.

### Conduct, Attendance, and Performance Expectations

- Work duties are expected to be performed productively & efficiently. Conduct shall be respectful and reflective of a professional team environment, and in accordance with the Labor Commissioner's Office mission and vision.
- Communication shall be clear, concise and timely with leadership, teammates, and the public being served. Communication shall be in a manner that encourages open dialog to achieve mutual understanding, problem solving, and building trust.
- Trust is crucial to building a working relationship and team environment. Team members are expected to continually monitor their work, provide timely responses to the public in accordance with relevant policies and procedures, and practice decorum in such communication. Work challenges and the inability to meet deadlines are to be communicated immediately to leadership.
- Team members are expected to report timely to their work shifts, work the required hours for their time base and in accordance with the position's work week group, abide by relevant attendance policies, and be mindful of the impact of one's attendance to the overall work of the program and team morale.
- The incumbent in this position is expected to have basic knowledge of judgment enforcement and investigative procedures and methodologies to collect outstanding debts.

### Supervision Received

Under the direction of the Deputy Labor Commissioner III (or Senior Deputy) of the Division or designee.

### Supervision Exercised

None

### Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

#### Work Environment

The duties of this position are conducted both in an office and field setting. The incumbent is required to travel for field operations and trainings. The incumbent will have access to a state vehicle, laptop computer, printer, cellular phone, and other equipment necessary to conduct on-site inspections and investigations. While in the field, the incumbent may be exposed to dirt, odors, noise, fumes, uneven surfaces, stairs, high-rise buildings, extreme weather conditions, and fast

## DUTY STATEMENT



moving equipment.

### Special Requirements/Other Information

A willingness to travel and work irregular hours are required.

### Physical Abilities

The incumbent must be able to remain in a stationary position for long periods of time while in the office and/or while traveling to and from field activities. The incumbent will also traverse various ground surfaces and/or buildings while managing between 5-10 lbs of equipment (laptop or tablet, portable printer, chargers) during field activities.

### Additional Requirements/Expectations

Handle documents and information with confidentiality and discretion.

Incumbents are expected to demonstrate rapid progress in learning the fundamentals of the job.

Ensures the reliability for completing investigative and enforcement activities by adhering to vehicle maintenance schedules and fleet protocols.

### Personal Contacts

The incumbent will need to interact with groups of individuals from various socioeconomic and cultural backgrounds in an impartial, tactful, patient, and professional manner. These groups include, but are not limited to, the following: low-wage workers, employers and their representatives, the general public, other governmental agencies and partners, and staff members from other units within the Division.

### Employee Acknowledgment

*I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Diversity and Inclusion Office.*

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

### Supervisor Acknowledgment

*I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.*

## DUTY STATEMENT



\_\_\_\_\_  
Supervisor Name

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

### HUMAN RESOURCES OFFICE APPROVAL

\_\_\_\_\_  
C&P Analyst Initials

\_\_\_\_\_  
Approval Date

## DUTY STATEMENT



☐ CURRENT  
☐ PROPOSED

<b>CIVIL SERVICE CLASSIFICATION</b> Industrial Relations Representative		<b>WORKING TITLE</b> Entry Level Field Investigator		
<b>PROGRAM NAME</b> Division of Labor Standards Enforcement		<b>UNIT NAME</b> Judgement Enforcement Unit (JEU)		
<b>ASSIGNED SPECIFIC LOCATION</b> Los Angeles		<b>POSITION NUMBER</b> 400 – 513-9483-XXX		
<b>BARGAINING UNIT</b> R02	<b>WORK WEEK GROUP</b> 2	<b>BILINGUAL POSITION</b> No	<b>CONFLICT OF INTEREST FILER</b> Yes	<b>BACKGROUND CHECK</b> No

### General Statement

Under supervision of the Deputy Labor Commissioner III (or Senior Deputy) of the Division or designee, the incumbent assists professional staff in performing the less complex assignments. The incumbent is involved with the investigation of judgment debtors pursuant to labor laws and the Industrial Welfare Commission orders, including but not limited to locating assets to ensure that judgments are resolved. The incumbent is a source of information for labor laws and the Division programs.

Candidates must be able to perform the following essential functions with or without reasonable accommodation.

<b>Percentage of Time Spent</b>	<b>Duties Essential Job Functions</b>
40%	Assists professional staff with less complex judgment referrals including gathering business information and preparing the required forms from DLSE programs such as Wage Claims Adjudication (WCA) and Bureau of Field Enforcement for debt enforcement in order to initiate the judgment enforcement process. Conducts routine inspections and investigations of workplaces in order to verify compliance. Uses technology such as internet searches, including, Department of Motor Vehicles (DMV) requests, and Accurint reports to locate debtors' assets, and then recommends to management appropriate course enforcement action consistent with information obtained during the inspection or investigation. Researches liable entities using various sources in order to identify and ascertain relevant entity details to build complaints. Gathers and analyzes data, information, including employment, payroll, corporate, and business financial records to determine if labor law violations have occurred and/or to verify business entities and/or in order to issues Order to Appear documents and subpoenas to obtain relevant documents.
35%	Assists professional staff with appeal hearings by facilitating conferences and interviews with employees, employers, labor organizations, and their representatives. Assists professional staff in filing and serving various court actions and legal documents. Assists professional staff in initiating civil or criminal action including the issuance of accurate citations and stop orders based on violation of the labor code and sections of Industrial Welfare Commission orders. Enforces State labor laws and Industrial Welfare Commission orders by assisting with meeting with and educating employers, employees, and their representatives; advises employers of violations and orders corrections when necessary. Conducts



## DUTY STATEMENT



	follow-up inspections, as necessary, to ensure compliance. Participates in informal hearings by providing testimony and presenting findings of inspections and investigations.
15%	Attends and participates in continuous training to enhance law enforcement skills, legal comprehension, and calculation methods and application in order to improve investigatory expertise, as required. Assists with the preparation of form letters, agreements, complaints, notices, and other legal forms or correspondence and issues such correspondence as required by law and under regular office procedures. Completes administrative duties including end-of-month reports for supervisor review and mileage logs.
Percentage of Time Spent	Marginal Job Functions
10%	Performs Public Information Duty (PID) for the Division's public counter by telephone, direct contact or electronic mail by providing information about regulations, policies, procedures, and programs within the Division. Evaluates information about workplace conditions and provides information about potential violations and available laws to address these violations as well as all claim-filing alternatives. In addition to conducting research online or in relevant databases, communicates with other programs and/or agencies as needed to identify relevant information about employer's identity, location or operation, including verification of workers' compensation coverage. Refers cases to respective programs and coordinates real time application of recovery tools. Preliminarily communicates with employer or their representative verbally or in writing to address allegations, resolve dispute or advance the claim. Directs the public to available resources online or otherwise provides informational materials to workers and employers. Responds to inquiries by the public regarding case status by communicating appropriate information available in Salesforce or communicating with respective team member to obtain status. Participates in claim filing clinics, including assists the public with completing various claim forms and provides information about local advocates that provide free legal services. Enters all claims received into Salesforce database. Performs other job-related duties, including takes messages, schedules appointments, transfers calls, and greets visitors.

### Conduct, Attendance, and Performance Expectations

Work duties are expected to be performed productively & efficiently. Conduct shall be respectful and reflective of a professional team environment, and in accordance with the Labor Commissioner's Office mission and vision.

-Communication shall be clear, concise and timely with leadership, teammates, and the public being serves. Communication shall be in a manner that encourages open dialog to achieve mutual understanding, problem solving, and building trust.

-Trust is crucial to building a working relationship and team environment. Team members are expected to continually monitor their work, provide timely responses to the public in accordance with relevant policies and procedures, and practice decorum in such communication. Work challenges and the inability to meet deadlines are to be communicated immediately to leadership.

-Team members are expected to report timely to their work shifts, work the required hours for their time base and in accordance with the position's work week group, abide by relevant attendance policies, and be mindful of the impact of one's attendance to the overall work of the program and team morale.

## DUTY STATEMENT



-The incumbent in this position is expected to have basic knowledge of judgment enforcement and investigative procedures and methodologies to collect outstanding debts.

### Supervision Received

Under the direction of the Deputy Labor Commissioner III (or Senior Deputy) of the Division or designee.

### Supervision Exercised

None.

### Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

#### Work Environment

The duties of this position are conducted both in an office and field setting. The incumbent is required to travel for field operations and trainings. The incumbent will have access to a state vehicle, laptop computer, printer, cellular phone, and other equipment necessary to conduct on-site inspections and investigations. While in the field, the incumbent may be exposed to dirt, odors, noise, fumes, uneven surfaces, stairs, high-rise buildings, extreme weather conditions, and fast-moving equipment.

#### Special Requirements/Other Information

A willingness to travel and work irregular hours is required.

#### Physical Abilities

The incumbent will be required to remain in a stationary position for long periods of time while in the office and/or while traveling to and from field activities. The incumbent will also traverse various ground surfaces and/or buildings while managing between 5-10 lbs of equipment (laptop or tablet, portable printer, chargers) during field activities.

#### Additional Requirements/Expectations

Handle documents and information with confidentiality and discretion.

Incumbents are expected to demonstrate rapid progress in learning the fundamentals of the job and to demonstrate the ability to progress to the full journey level.

#### Personal Contacts

The incumbent will need to interact with groups of individuals from various socioeconomic and cultural backgrounds in an impartial, tactful, patient, and professional manner. These groups include, but are not limited to, the following: low-wage workers, employers and their representatives, the general public, other governmental agencies and partners, and staff members from other units within the Division.

#### Employee Acknowledgment

*I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for*



## DUTY STATEMENT



*a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.*

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Employee Sign Date

### Supervisor Acknowledgment

*I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.*

\_\_\_\_\_  
Supervisor Name

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Supervisor Sign Date

### HUMAN RESOURCES OFFICE APPROVAL

A.T.  
\_\_\_\_\_  
C&S Analyst Initials

06/02/2025  
\_\_\_\_\_  
Approval Date