

DUTY STATEMENT



☒ **CURRENT**

☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Deputy Labor Commissioner I		WORKING TITLE Wage Claims Investigator		
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Wage Claim Adjudication Unit	
ASSIGNED SPECIFIC LOCATION Santa Ana			POSITION NUMBER 400 – 546-9502-230	
BARGAINING UNIT R02	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the direction of the Deputy Labor Commissioner III (Senior Deputy), proactively investigates claims to evaluate compliance with the law. Interviews workers, holds settlement conferences to resolve disputes prior to adjudication of claims. Gathers relevant facts and applies theories of liabilities in order to assess violations and educates the public on labor laws. In addition, performs a wide variety of duties involving enforcement of wage and hour laws in the WCA program.

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>
45%	Interviews workers on assigned cases as part of the wage assessment process to identify and determine extent of violations. Conducts case review throughout the wage claim process in order to more efficiently manage caseload. Researches liable entities using various sources in order to identify and ascertain relevant entity details. Gathers relevant facts and applies theories of liability in order to investigate cases and assess wages or identify violations. Inspects and reviews records in order to ascertain violations and compute estimates of amounts due in accordance with the law and under Division policies and procedures. Schedules and conducts meetings with workers and employers in timely manner to further investigate claims, educate parties, and/or facilitate a resolution to claims through a negotiated settlement under Division policies and procedures. Identifies evidence relevant to cases and evaluates requests for subpoenas to facilitate exchange of information among parties in accordance with division policies and procedures. Initiates and completes reports and legal documents in a timely manner; issues or files such relevant documents in order to process claims in accordance with relevant laws and Division policies and procedures.
30%	Monitors multiple payment plans and reconciles relevant payment data in case management system in order to preserve accuracy of such information. Evaluates and logs correspondence in case management system in order to preserve case management integrity. Maintains ongoing contact with employees, employers, representatives on questions or inquiries regarding cases assigned in order to

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	maintain the integrity of the process. Prepares and coordinates referrals to the Legal Unit or other Division Units. Assists other offices or programs in the performance of similar duties, remotely or in person and under the direction of Senior staff or their designee.
15%	May serve as lead over lower level staff of a district office in the absence of the Senior Deputy and/or at the direction of the Senior Deputy or Regional Manager. Participates in continuous training to enhance law enforcement skills, legal comprehension, and calculation methods and application in order to improve investigatory expertise. Serves as a liaison to the public; establishes and preserves good relationships with the general public; answers questions from the public concerning relevant state laws and procedures; makes presentations before a variety of public groups to promote compliance and to enhance public understanding of enforcement activities. Responds to requests for records made by the public and pursuant to the Public Records Act at the direction of the Senior Deputy or designee. Inspects places of employment to determine extent of compliance with the provisions of the Labor Code and Orders of the Industrial Welfare Commission. Assesses and collects wages and civil penalties in order to effect compliance under the law and pursuant to Division policies and procedures. Prepares and refers cases to the Criminal Investigation Unit, Bureau of Field Enforcement and or local district attorney's office for criminal investigation and assists with the prosecution as appropriate by testifying or through affidavits. Holds hearings, examines witnesses, collects evidence in order to verify compliance and issue a written determination of found violations.
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 from into Salesforce database. Performs other job-related duties, including takes messages, schedules appointments, transfers calls, and greets visitors.

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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 we serve. Communication shall be in a manner that encourages open dialog to achieve mutual understanding, problem solve, and build 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.

Supervision Received

Under the direction of the Deputy Labor Commissioner III (Sr. Deputy).

Supervision Exercised

None

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

Work Environment

High-volume fast-paced office that handles wage claims and constantly interfaces with the public. May travel to assist other offices with conducting conferences.

Special Requirements/Other Information

N/A

Physical Abilities

This position may require the incumbent to remain in a stationary position, occupy and move to different workstations throughout the work floor/office, communicate with the public, inspect documents. The incumbent must constantly operate a computer and other office productivity machinery, such as a calculator and copy machine. The incumbent must constantly position self to navigate workspace, including storage cabinets, under the desks, and move or manage up to 20 pounds.

Additional Requirements/Expectations

The Deputy Labor Commissioner I will be expected to demonstrate a commitment to the Mission and Vision of the Division

Personal Contacts

Routinely engages with the public in person and over the phone in order to provide information and assistance in filing wage claims and information about other Labor Commissioner Office programs.

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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 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

C&S Analyst Initials

Approval Date