

Classification Title	Board/Bureau/Division
Automotive Program Specialist	Bureau of Automotive Repair
Working Title	Office/Unit/Section / Geographic Location
Field Operations & Enforcement Division Specialist	Field Operations & Enforcement Division/ Region 2
Position Number	Name and Effective Date
646-163-7913-XXX	

General Statement: Under the general direction of the Automotive Program Supervisor II (APSII), the Automotive Program Specialist is responsible for quality control and report review, investigations, complaint resolution, disciplinary action, probation monitoring and support of the field office by providing training and guidance. Duties include, but are not limited to, the following:

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

40% (E) Quality Control Review

Provide quality control review of reports and other work product prepared by Automotive Program Representatives (APR), including but not limited to complaint reports, formal investigative reports and citation reports. Review the reports and exhibits/attachments to ensure consistency with Bureau procedures, proper formatting, allegations are supported, and evidence was collected properly and is appropriately identified in the report. If inconsistencies with procedures, unsupported allegations, or other issues are identified, collaborate with the APR to make corrections and provide training for future reports. Document patterns of inconsistencies and corrective actions to support recommendations to supervisors and/or management for future training needs.

30% (E) Investigations and Probation Monitoring

Conduct the more complex investigations and complaints by developing and implementing strategic and tactical methods for effective resolution. Independently examine a variety of records and vehicles to secure or verify information concerning suspected violations and violators. Document confirmed violations during resolution of complaints. Identify, gather, assemble and preserve statements, affidavits and other evidence for use in legal action. Communicate with consumers and repair facilities in writing, by telephone, or in person to develop facts. Take statements and interview witnesses. Prepare detailed investigative reports to recommend appropriate disciplinary actions.

Conduct and/or assist in Application Investigations and act as main point of contact with Licensing Program in regard to applications referred to the field office. Write Statement of Issues as needed.

Review final disciplinary orders to determine probation requirements. Act as first point of contact with Probationers. Monitor Probationers to ensure probation conferences/inspections are conducted as ordered and in a timely manner. Provide input to supervisors and/or management on any non-compliance discovered and conduct follow-up enforcement as needed.

20% (E) Field Enforcement Support

Monitor field office activities and provide training and support to APRs on consumer complaint investigations, inspections, and outreach activities as well as administrative, criminal, and civil enforcement issues and actions.

Provide information to staff regarding complex statutory and regulatory issues.

5% (E) Provide Expert Testimony

Testify in formal and informal civil, criminal, and administrative proceedings as an expert witness on BAR investigations.

5% (M) Meeting Representation

Attend meetings in support of BAR as required.

B. Supervision Received

The incumbent works under the direction of the Automotive Program Supervisor II.

C. Supervision Exercised

NONE

D. Administrative Responsibility

NONE

E. Personal Contacts

The incumbent has extensive contact with representatives of other state agencies, repair facilities, departmental management, and field staff which may be of highly sensitive issues.

F. Actions and Consequences

High consequence to the Department if errors are committed, loss of integrity to the Department, potential negative impact to consumers, and the inability to meet the Bureau's mission, vision, and goals of consumer protection.

G. Functional Requirements

The incumbent works up to 40 hours per week 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. In addition, the incumbent may spend approximately 50% of their time per week in the field, which includes remaining in a stationary position, driving, and ambulating. In a normal work shift, an incumbent will frequently be required to use hand manipulations and body movements. Occasionally, an incumbent will be required to maneuver around, underneath and/or over obstacles in the process of investigations.

H. Other Information

As an Automotive Program Specialist for the BAR, this position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to sensitive investigative / case matters at all times. Regular and consistent attendance is required. In addition, the ability to work cooperatively with others, to exhibit courteous behavior toward coworkers and the public at all times and to report to work on time are required. Ability to work under changing priorities and deadlines. Ability to look and act in a professional manner. Knowledge and proficiency in the use of Excel is desired. Knowledge and proficiency in the use of Microsoft Word is required. Ability to speak English clearly and write in English. A valid California driver's license is also required. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation.

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.

This position is subject to the Incompatible Work Activity (IWA) Policy of the Department of Consumer Affairs. Unless previously disclosed and resolved, any participation and/or ownership related to an Automotive Repair Dealer, and possession of any Bureau of Automotive Repair 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

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

Revised: 08/2025