

DUTY STATEMENT



☒ **CURRENT**
☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Deputy Labor Commissioner III		WORKING TITLE Senior Deputy		
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Retaliation Complaint Investigation	
ASSIGNED SPECIFIC LOCATION 464 W. Fourth St., Room 348, San Bernardino, CA, 92401			POSITION NUMBER 400 – 267-9504-064	
BARGAINING UNIT S02	WORK WEEK GROUP E	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the general direction of the Regional Manager and Assistant Chief, the Senior Deputy plans, organizes, and directs the work of the Labor Commissioner's, Retaliation Complaint Unit (RCI). The Senior Deputy is responsible for planning, organizing and reviewing the work of the staff in the investigation of retaliation complaints against employers.

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>
40%	Advise and assist Deputy Labor Commissioners with unique or complex problems; supervise investigations to carry out priorities and goals set by the Labor Commissioner to determine compliance with regulations and statutes; direct investigative hearings on various case matters and hold citation appeals hearings where civil penalties are assessed. Review and make equitable caseload assignments to staff to assure adequate workflow balance. Review and approve work product of staff for effective and timely processing of claims. Evaluate individual and team performance and take or recommend appropriate action under division policies and procedures. Provide guidance on interpreting and applying divisional administrative policies. Participate in coaching to enhance law enforcement skills to maintain investigatory expertise.
30%	Plan, organize, direct, and coordinate the work of a RCI team; may administer a special statewide program of the division; participates in selection and training of staff. Determine additional training needs for individuals and the team and work closely with the Regional Manager to provide adequate training. Interact with the public verbally or in writing to address questions or high-level concerns regarding enforcement procedures or case handling. Serve as liaison to the public; establish and preserve good relationships with the public, including participating in and/or coordinating clinics, workshops and other meetings to address the public's needs relevant to the work of the Labor Commissioner's Office.
15%	Evaluate staff performance and take or recommend appropriate action, including probation reports, performance appraisals and/or progressive discipline. Participate in the recruitment and training of staff. Assure proper onboarding of all new hires as well as off-boarding and coordinates with relevant units and Attendance Reporting Officer (ARO) to complete all onboarding and off-boarding requirements. Determine

DUTY STATEMENT



	the need for and justify new positions, equipment and space requirements. Evaluate training needs and new positions based on new legislation.
10%	Regularly interact with other units to coordinate work and to facilitate, support and administrate cross-unit functions. Inclusively, work closely with management team, headquarters and other programs to identify space and equipment needs. Respond to and coordinates responses to requests for records made by the public and pursuant to the Public Records Act.
Percentage of Time Spent	Marginal Job Functions
5%	Oversee the Public Information Duty (PID) for an established shift, provide updates to assigned team members, monitor performance measures for the telephonic program, monitor and respond to escalated situations for telephonic and/or in-person PID operations. Coordinate with other program leaders and the Headquarters administration team to manage PID programs and ensure team has necessary tools to perform job competently and safely. Implement and enforce LCO policies and wellness program. Provide constructive feedback to team members and PID lead team regarding execution of public information duty. Proactively facilitate coverage of PID shifts by coordinating with respective program Seniors and/or Seniors in various other programs. Conduct PID shift as needed if team members are unavailable.

Conduct, Attendance, and Performance Expectations

- Work duties are expected to be performed productively and 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

Works under the general direction of the Regional Manager.

Supervision Exercised

The incumbent will supervise staff including Deputy Labor Commissioners, Industrial Relations Representatives and Office Technicians. The incumbent will organize, plan and review work.

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

Work Environment

DUTY STATEMENT



Work is primarily done in an office setting using standard office equipment.

Special Requirements/Other Information

Physical Abilities

The incumbent must be able to remain stationary for at least 50% of the day and use a computer for at least 50% of the day. The incumbent must also be able to move office items of 25 pounds or less, with or without reasonable accommodations.

Additional Requirements/Expectations

A Senior Deputy will be expected to demonstrate a commitment to the Mission and the Vision of the Division.

Personal Contacts

This position requires exceptional skill in dealing with the public and in coordinating the activity of other Labor Commissioner units in team enforcement efforts in addition to providing outreach services to educate the public and our community partners.

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

CA

C&S Analyst Initials

09/15/2025

Approval Date