

DUTY STATEMENT



☒ **CURRENT**

☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Deputy Labor Commissioner I			WORKING TITLE Retaliation Complaint Investigator	
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Retaliation Complaint Investigation Unit	
ASSIGNED SPECIFIC LOCATION San Diego			POSITION NUMBER 400 – 527-9502-xxx	
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 (DLC III/Senior Deputy) in the State Labor Commissioner's Office (LCO) Retaliation Complaint Investigation (RCI) unit, the Deputy Labor Commissioner I (DLC I) interviews witnesses, takes affidavits, collects evidence, and investigates claims to determine the extent of compliance with, and to resolve disputes arising under, State labor laws and Industrial Welfare Commission orders. The DLC I assesses and collects civil penalties or initiates civil or criminal action, and meets with employers, employees, and their representatives to advise them of, and to secure compliance with, state laws. Additionally, the DLC I may inspect places of employment and employers' records to determine the extent of compliance with the provisions of laws under the jurisdiction of the LCO.

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

Percentage of Time Spent	Duties Essential Job Functions
40%	Plans and conducts investigations to determine the extent of compliance with laws under the jurisdiction of the Labor Commissioner's Office (LCO) that prohibit workplace retaliation; calculates lost wages; assesses and collects civil penalties in accordance with the law and under division policies and procedures. Completes complainant, respondent, and witness interviews by telephone or in-person and maintains accurate notes of interviews to document reasons for cause finding or dismissal. Manages and conducts reviews of caseload to effectively process and monitor cases from assignment through investigation and to closure; ensures regular, routine contact with the parties in assigned cases; updates and maintains case status reports on case management system. Uploads documents provided by parties into case located on case management system as required.
20%	Meets with employers, employees, and their representatives to explain and interpret Labor Code sections. Advises employers of violations through written correspondence or notices as required by law. Prepares and serves written citations to employers found violating statutes that protect workers from engaging in protected activities. Participates in administrative hearings to defend appealed citations or Superior Court as a witness to present investigatory evidence as needed. Facilitates settlements and resolutions of disputes or claims with the parties, either by telephone or at in-person conferences, under division policies and procedures.

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15%	Prepares investigative reports, identifying elements of a prima facie case or retaliation. Initiates and completes reports outlining relevant case details and submits reports to the Deputy Labor Commissioner III (DLC III/Senior Deputy) or legal unit for review, advice, and/or approval. Analyzes evidence, such as records and witness testimony, and evaluates facts in order to identify causation elements. Calculates possible damages, using lost wages Excel sheet and written Labor Code. Applies correct causation standard and prepares recommended finding. Reviews case files with DLC III or designee and legal unit when additional feedback is required.
15%	Reviews initial complaints and attachments to assess whether case is to be assigned for investigation. Reviews evidence and searches Labor Commissioner and public databases to gather additional required information to issue written determinations of found violations.
Percentage of Time Spent	Marginal Job Functions
5%	Performs other job-related duties as required, such as actively participating in All Staff meetings, unit meetings, and regional meetings, as well as division and unit trainings. Prepares and provides training for staff. Conducts field investigations as needed. Travel to district offices or for field work as required.
5%	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, and provides informational materials to workers and employers. Responds to inquiries by the public regarding case status by communicating appropriate information available in case management system or by communicating with respective team member to obtain status. Participates in claim filing clinics, including assisting the public with completing various claim forms and providing information about local advocates that provide free legal services. Enters all claims received from into case management system database. Performs other job-related duties, including taking messages, scheduling appointments, transferring calls, and greeting visitors.

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.

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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 (DLC III/Senior Deputy).

Supervision Exercised

None.

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

Work Environment

The incumbent will spend the majority of the time working at their assigned district office. The incumbent's work area will be a cubicle equipped with standard office equipment. Overtime and occasional travel to an off-site location may be required for meetings and/or training.

Special Requirements/Other Information

This position requires exceptional skill in dealing with the public and in coordinating the activities of other Labor Commissioner's Office units in team enforcement efforts, in addition to providing outreach services to educate the public and our community partners. The incumbent will be expected to demonstrate a commitment to the mission and vision of the Labor Commissioner's Office for the highest public good.

Physical Abilities

This position requires the ability to remain stationary and work at a computer for extended periods of time and to safely move, transport, and/or manipulate office supplies and equipment weighing up to 25 pounds.

Additional Requirements/Expectations

Employees are expected to be able to work independently in a fast-paced team environment and to work well with the public and colleagues.

Personal Contacts

The incumbent will routinely engage with members of the public, claimants, and employers, and may participate in outreach events to educate the public on California Labor Code laws.

Employee Acknowledgment

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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

JG

C&S Analyst Initials

09/16/2025

Approval Date

DUTY STATEMENT



☒ **CURRENT**
☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Industrial Relations Representative			WORKING TITLE Retaliation Complaint Investigator	
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Retaliation Complaint Investigation Unit	
ASSIGNED SPECIFIC LOCATION San Diego			POSITION NUMBER 400 – 527-9483-xxx	
BARGAINING UNIT R01	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the supervision of the Deputy Labor Commissioner III (DLC III/Senior Deputy) in the State Labor Commissioner's Office (LCO) Retaliation Complaint Investigation (RCI) unit, the Industrial Relations Representative (IRR) assists professional staff in performing less complex assignments, including investigations of alleged adverse actions occurring by employees who exercise their labor rights provided by the Labor Code, Industrial Welfare Commission (IWC) Orders, the Unemployment Insurance (UI) Code, and the Health and Safety Code. The IRR meets with employers, employees, and their representatives to gain an understanding of their positions regarding compliance with state labor laws, specifically surrounding retaliation provisions.

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

Percentage of Time Spent	Duties Essential Job Functions
40%	Conducts initial screening interviews of complainants to identify possible Labor Code violations, determines timeliness of filing, jurisdictional issues, and evaluates whether the complainant has provided sufficient evidence of the prima facie case of retaliation. Documents interview notes as initial contacts for file and database. Plans and conducts investigations of less complex claims filed and with input from the Deputy Labor Commissioner III (DLC III/Senior Deputy). Prepares a chronology from the information gathered in the complaint and/or information from respondents. Presents investigative recommendation to Senior Deputy for input and conducts investigation based on the approved plan.
25%	Reviews claims for protected activities and ensures the case issues on each case are consistent, accurate and reliable. Updates case issues as the investigation continues to ensure applicable penalties associated with individual and/or corporate liability are added. Ensures additional liable parties are added when the investigation exposes factors that would allow additional parties to be named.
25%	Performs less complex case investigations. Conduct investigative interviews, prepare notes and chronological entries because of the interviews. Request documents from parties to assist in the investigation. Review applicable Labor Code, IWC Orders, UI Code and Health and Safety Code to determine covered protected activities. Calculates lost wages using spreadsheets. Assist parties in settlement of cases. Prepare investigative reports and determinations with the guidance of the Senior

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	Deputy. Review cases with supervisors and legal department as needed. Actively participates in All Staff training meetings, unit meetings, and regional meetings, as well as division and unit training. Prepares and provides training for staff. Conducts field investigations as needed. Travel to district offices or for field work as required.
Percentage of Time Spent	Marginal Job Functions
5%	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. Conducts research on the internet and databases to identify employer information. Directs the public to available resources, online or otherwise, and provides informational materials to workers and employers. Responds to inquiries by the public regarding case status by communicating appropriate information available in case management system or by communicating with respective team members to obtain status. Participates in claim filing clinics, including assisting the public with completing various claim forms and providing information about local advocates that provide free legal services. Enters all claims received from the case management system database.
5%	Performs other job-related duties as required, including taking messages, scheduling appointments, transferring calls, and greeting visitors.

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

Under the supervision of the Deputy Labor Commissioner III (DLC III/Senior Deputy).

Supervision Exercised

None.

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

Work Environment

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Special Requirements/Other Information

None.

Physical Abilities

This position requires the ability to remain stationary and work at a computer for extended periods of time and to safely move, transport, and/or manipulate office supplies and equipment weighing up to 25 pounds.

Additional Requirements/Expectations

Employees are expected to be able to work independently in a fast-paced team environment and to work well with the public and colleagues.

Personal Contacts

The incumbent will routinely engage with members of the public, claimants, and employers, and may participate in outreach events to educate the public on California Labor Code laws.

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

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