

DUTY STATEMENT



☐ CURRENT

☒ PROPOSED

CIVIL SERVICE CLASSIFICATION Industrial Relations Representative (IRR)		WORKING TITLE Entry Level Field Investigator		
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Bureau of Field Enforcement (BOFE)	
ASSIGNED SPECIFIC LOCATION El Centro			POSITION NUMBER 400 – 582-9483-XXX	
BARGAINING UNIT R01	WORK WEEK GROUP 2	BILINGUAL POSITION Yes	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under direction of a Deputy Labor Commissioner III in the State Labor Commissioner's Office (LCO) of the Bureau of Field Enforcement (BOFE), Labor Employment Task Force (LETf) and/or the Private Attorneys General Act (PAGA) program(s), the Deputy Labor Commissioner I is responsible for the investigation and enforcement of the Industrial Welfare Commission orders and laws covering workers compensation insurance coverage, child labor, cash pay, unlicensed contractors, as well as group claims involving minimum wage and overtime. BOFE may also work in partnership with other government entities on the investigation and prosecution of these group claims.

This Position is Bilingual-Spanish

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%	Assists professional staff with less complex inspections and investigations including the analysis of completed payroll audits, and employee interviews. Performs field visits with professional staff and conducts routine inspections and investigations in order to identify compliance. Independently performs assignments of less complexity, including directly interviewing employees, employers, or their working with their representatives to determine facts. Analyzes and evaluates evidence and information obtained during the course of an inspection or investigation to determine if labor law violations have occurred. Interprets and applies rules and regulations contained in State labor laws and Industrial Welfare Commission orders in order to identify compliance. Gathers and analyzes data, including employment, payroll, corporate, and business financial records to determine if labor law violations have occurred in order to issue Order to Appear documents and subpoenas to obtain relevant documents. Participates in conferences and interviews with employees, employers, labor organizations, and their representatives to determine if labor law violations have occurred. Prepares recommendations to determine the appropriate course of action relating to information obtained during the inspection or investigation.

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35%	Assists professional staff in initiating civil or criminal action including the issuance of accurate citations and stop orders. Assesses and collects civil penalties through citations based on audit findings for violations of the labor code and sections of Industrial Welfare Commission orders with the assistance of professional staff. Enforces State labor laws and Industrial Welfare Commission orders by securing compliance meeting with and educating employers, employees, and their representatives on labor laws. Advises employers of violations and orders of corrections when necessary. Conducts follow-up inspections to ensure compliance. Participates in informal hearings by providing testimony and presenting findings of inspections and investigations to defend the issuance of citations and stop orders. Assists with confiscations in the garment manufacturing industry by recording the number and type of garments and seizing the garments.
15%	Completes administrative duties including end-of-month reports via excel spreadsheets or inputs information directly in the internal databases for review by Deputy Labor Commissioner III and/or designees in order to identify advancement of case action items. Responds to emails and phone calls about cases externally from the public and internally from LCO programs and documents the results of the responses in the Salesforce database. Attends trainings as required for ongoing professional development. Utilizes verbal Spanish language proficiencies to communicate with parties regarding case inquiries and/or requests, including but not limited to case status inquiries, requests to reopen claims, and requests to review the administrative record. Conducts meetings with parties using verbal Spanish language proficiencies in order to facilitate exchange of information and/or settlement of a dispute. Interacts with the public in general utilizing verbal Spanish language proficiencies, such as during public information duty and/or while conducting outreach or educational presentations to members of the public or stakeholders
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. Conducts research on the internet and databases to identify employer information. 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

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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

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

Supervision Received

The incumbent works under direction of the Deputy Labor Commissioner III that oversees that office or region; however, some assignments may come from other Division of Labor Standards Enforcement management.

Supervision Exercised

None

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

Work Environment

Office and field setting, high volume fast paced work environment that serves the public in person and over the phone.

Special Requirements/Other Information

Must be able to pass the Bilingual Efficiency Exam (Spanish). A willingness to travel and work irregular hours.

Physical Abilities

The incumbent will be required to remain in a stationary position 50% of the time while in the office and/or while driving 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

Successfully pass the Bilingual Assessment (Spanish). Ideal candidates will possess a sympathetic understanding of labor problems; sound judgment; reliability; impartiality; tact; firmness; patience; neat personal appearance. The incumbent must possess good decision-making skills, initiative, and resourcefulness to complete tasks.

The incumbent must:

- successfully pass the Bilingual Assessment
- adhere to the Division's policies and procedures
- maintain acceptable attendance and report to work on time

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- work under changing priorities and deadlines
- be available and willing to work flexible hours
- be able to communicate effectively both orally and in writing
- complete assignments in a timely and efficient manner
- work in both a team environment and independently

Confidentiality and discretion are required due to the nature of the documents and information being handled.

Personal Contacts

Office: Performs public information duty (PID): responds to inquiries at the public counter and over the phone. Performs office functions and tasks in the office.

Field: Conducts in-person inspections of businesses, in-person interviews with members of the public, in-person participation during administrative processes.

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

A.T.

C&S Analyst Initials

11/18/2025

Approval Date

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CIVIL SERVICE CLASSIFICATION Deputy Labor Commissioner I		WORKING TITLE Field Investigator		
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Bureau of Field Enforcement (BOFE)	
ASSIGNED SPECIFIC LOCATION El Centro			POSITION NUMBER 400 –582-9502-xxx	
BARGAINING UNIT R02	WORK WEEK GROUP 2	BILINGUAL POSITION Yes	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under direction of a Deputy Labor Commissioner III in the State Labor Commissioner's Office (LCO) of the Bureau of Field Enforcement (BOFE), Labor Employment Task Force (LETf) and/or the Private Attorneys General Act (PAGA) program(s), the Deputy Labor Commissioner I is responsible for the investigation and enforcement of the Industrial Welfare Commission orders and laws covering workers compensation insurance coverage, child labor, cash pay, unlicensed contractors, as well as group claims involving minimum wage and overtime. BOFE may also work in partnership with other government entities on the investigation and prosecution of these group claims.

This Position is Bilingual-Spanish

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%	Plans logistics, schedules and directs on-site field visits to support labor law investigations to ensure businesses comply with State labor laws and the Industrial Commission (IWC) orders. Conducts labor enforcement actions by issuing Notices to Discontinue and/or Orders to Appear documents, subpoenas, interrogatories, accurate stop orders, civil penalty citations and wage citations for violations found pursuant to the labor code and IWC orders. Inspects, reviews, and analyzes employment, payroll, corporate and business financial records various spreadsheets, labor codes, IWC orders, factual data collected through interviews, documentary evidence and surveillance to determine compliance with State labor laws. Participates in conferences and interviews with employees, employers, labor organizations and their representatives to determine if labor law violations have occurred. Locates, interviews, and takes affidavits of workers, witnesses, and complainants in person or by telephone in accordance with Division policies and procedures as part of the collection of evidence process. Reviews and analyses the accuracy of findings (decisions rendered by Hearing Officers in the Wage Claims Adjudication (WCA) unit as a result of appeals to labor law citations) uploaded to the Salesforce database or in a hard copy format in order to identify any clerical errors and/or other inconsistencies. Initiates criminal action as necessary by referring cases to the Labor Commissioner Office's Criminal Investigation Unit.

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30%	Represents the Division in investigatory and appeal hearings and/or meetings by providing testimony and presenting findings of inspections and investigations. Files various court actions and legal documents to initiate and/or in response to civil proceedings for compliance with various labor laws and regulations of the State and IWC orders. Prepares evidence for case presentations at administrative hearings to support and defend issued labor law citations. Proactively reviews case management system to identify pending cases and ensure timely processing of all assigned hearings pursuant to the Labor Code or other applicable laws. Conducts confiscation in the garment manufacturing industry by recording the quantities, types, and sizes of garments confiscated and seizing the garment; documents investigations with accurate and objective case notes grounded in fact and evidence; conducts follow-up inspections as necessary.
15%	Serves as a liaison to establish and preserve good relationships with the general public by answering questions concerning relevant state labor laws and procedures in order to ensure that compliance is observed. Meets with employers, employees, and their respective representatives to advise and educate about compliance with State labor laws and IWC orders. Meets with employee organizations (e.g., unions, advocacy groups) to discuss and/or resolve labor issues that arise from labor violations. Participates and instructs participants at court hearings and/or conferences to inform them about their rights, the process and provide the opportunity to settle the labor dispute. Attends trainings as required for ongoing professional development.
10%	Utilizes verbal Spanish language proficiencies to communicate with parties regarding case inquiries and/or requests, including but not limited to case status inquiries, requests to reopen claims, and requests to review the administrative record. Conducts meetings with parties using verbal Spanish language proficiencies in order to facilitate exchange of information and/or settlement of a dispute. Interacts with the public in general utilizing verbal Spanish language proficiencies, such as during public information duty and/or while conducting outreach or educational presentations to members of the public or stakeholders
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. 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

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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

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

Supervision Received

The incumbent works under direction of the Deputy Labor Commissioner III that oversees that office or region; however, some assignments may come from other Division of Labor Standards Enforcement management.

Supervision Exercised

None

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

Work Environment

Utilize Spanish language proficiencies to communicate with monolingual parties, witnesses, stakeholders when Spanish is the primary language. Office and field setting, high volume fast paced work environment that serves the public in person and over the phone.

Special Requirements/Other Information

Must be able to pass the Bilingual Efficiency Exam (Spanish). A willingness to travel and work irregular hours.

Physical Abilities

The position requires the ability for prolonged stationary positioning and to work at a computer for extended periods of time and to move and transport office items up to 25 lbs in a safe manner.

Additional Requirements/Expectations

Successfully pass the Bilingual Assessment (Spanish). Ideal candidates will possess a sympathetic understanding of labor problems; sound judgment; reliability; impartiality; tact; firmness; patience; neat personal appearance. The incumbent must possess good decision-making skills, initiative, and resourcefulness to complete tasks.

The incumbent must:

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- successfully pass the Bilingual Assessment
 - adhere to the Division's policies and procedures
 - maintain acceptable attendance and report to work on time
 - work under changing priorities and deadlines
 - be available and willing to work flexible hours
 - be able to communicate effectively both orally and in writing
 - complete assignments in a timely and efficient manner
 - work in both a team environment and independently
- Confidentiality and discretion are required due to the nature of the documents and information being handled.

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 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 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.

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