

DUTY STATEMENT



☒ **CURRENT**
☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Labor Compliance Representative (LCR)		WORKING TITLE Public Information Investigator		
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Public Information Unit (PIU)	
ASSIGNED SPECIFIC LOCATION Santa Ana				POSITION NUMBER 400- 250-9483-953
BARGAINING UNIT R01	WORK WEEK GROUP 2	BILINGUAL POSITION Yes	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the supervision of a Deputy Labor Commissioner III (Senior Deputy) or designee, the incumbent conducts intake consultation assessments with the public for various programs within the Labor Commissioner's Office (LCO). The incumbent's role is crucial in the initial stages of public engagement during the intake process to ensure a smooth transition for those seeking guidance and assistance on submitting claims, complaints, applications, and/or reports filed by the public. Develop and prepare documented referrals to other units, educate the public on labor laws, and apply theories to assess violations on the liable employers in various claim and report processing. Duties include, but are not limited to the following:

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%	Serves as the subject matter expert in various LCO Program areas to interview and provide dedicated consultation services to the public on the phone or in-person (walk-in assistance or appointments) at a local district office regarding newly filed claims, applications and/or reports of labor law violations. Analyzes and reviews the supporting documentation and information provided by the complainant contains all the necessary information for Programs to further process and ensures the date of submission is within the timely statute to be filed depending on the affected Program area within LCO. Independently summarizes, details, and documents all inquiries, phone conversations, and consultations with the public accurately for record keeping and inclusion in the file for the assigned DLC I to refer to for background. Gathers and analyzes information using state and federal registration sites, court searches or other available search tools to identify correct entities and/or necessary information to complete intake during initial filing stages of the claim, complaint, application, or report. Evaluates, analyzes, and inspects information about workplace conditions to identify non-compliance on the employers' part and provides information about potential violations and available laws to address these violations as well as all claim-filing alternatives. Educates and directs the public to available resource materials online or otherwise provides informational materials to workers and employers surrounding their claim, complaint, application, or report against the employer.

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	Responds to additional inquiries from the public about regulations, policies, procedures, and programs within LCO and/or provides affected parties. Uses and navigates case management system to provide updates or status of case by evaluating and analyzing available data summary of a case. If needed, obtain pertinent information from the public and/or affected parties to determine prospective needs and update case management system.
20%	Prepares and completes referrals and recommendations to the relevant Program area to further process the claim, complaint, report or application filed. Engages and queries parties to resolve claims during the initial claim filing stage and prior to referring the claim to the enforcement program for further processing and handling. Escalates complex filings to relevant program leadership for resolution. Assists with the preparation of various LCO correspondence such as letters, agreements, complaints, notices, and other legal forms and issues such correspondence as required by law, statute, and in compliance with established office policies and procedures. Assists with the preparation and filing of legal forms with the appropriate government authorities as required by statute. Evaluates and records correspondence or other relevant information in the case management system to preserve the integrity of the file or referral.
20%	Coordinates and leads intake workshops or clinics with stakeholders by creating schedules, developing project proposals, intake outlines or other such materials to guide how workers must accurately and thoroughly complete their claim forms and produce required documentation, including identifying all claims, potential liable parties and assistance with calculating liabilities. Provides necessary information and education to workers and stakeholders on policies and procedures and the laws enforced by the Labor Commissioner. Coordinates and conducts outreach to employers, employees and community groups or stakeholders by developing educational and presentation materials such as PowerPoint presentations and print instructional materials to serve as the subject matter expert and knowledgeably responding to inquiries during sessions. Participate in continuous training to enhance employment law enforcement skills, legal comprehension, and calculation methods and application to improve investigatory expertise.
15%	Utilizes verbal and written Spanish Language proficiencies to perform 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 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.

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Performs other job-related duties, including takes messages, schedules appointments, transfers calls, and greets visitors.

Monitors and evaluates communication and documents received in the PID inbox or mail received via regular mail. Coordinates and collaborates with respective programs to facilitate the exchange of documents or relevant information via email and/or letter to resolve case-related requests and/or inquiries or communications by phone to obtain necessary information. These requests can include, but are not limited to, dispersing wage payments in compliance with established laws, procedures and protocols, case status updates; change of contact information from parties; requests for continuance; and submission of reports alleging to new violations. Routes all messages to appropriate recipients and follows up with the related programs to ensure receipt.

**Percentage of
Time Spent**

Marginal Job Functions

5%

Performs other job-related duties, including taking messages, schedules appointments, transfers calls, greets visitors, and proctors' examinations for the public seeking a license or certification.

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 workweek 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 supervision of a Deputy Labor Commissioner III.

Supervision Exercised

None

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional

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Requirements/Expectations, and Personal Contacts

Work Environment

Utilize Spanish language proficiencies to communicate with monolingual parties, witnesses, stakeholders when Spanish is the primary language. High-volume, fast-paced office that handles wage claims and consistently interfaces with the public. May travel to assist other offices with conducting conferences. The incumbent typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. Incumbent may encounter frequent interruptions throughout the workday.

Special Requirements/Other Information

Must successfully pass the Bilingual Proficiency assessment. (Spanish)

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

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
- maintain acceptable attendance and report to work on time
- work under changing priorities and deadlines
- be available and willing to work irregular hours
- 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. Routinely engages with the public in person and over the phone in order to provide information and assistance in filing wage and garment claims and information about other Labor Commissioner Office programs as well as holding in person conferences.

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



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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 Diversity and Inclusion Office.

Employee Name

Employee Signature

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

Date

HUMAN RESOURCES OFFICE APPROVAL

CA

C&P Analyst Initials

12/04/2025

Approval Date