

DUTY STATEMENT



☒ **CURRENT**

☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Deputy Labor Commissioner I			WORKING TITLE Wage Claims Investigator	
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Wage Claim Adjudication	
ASSIGNED SPECIFIC LOCATION Santa Rosa			POSITION NUMBER 400 – 550-9502-387	
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), the Deputy Labor Commissioner I (DLC I) proactively investigates claims to evaluate compliance with the law. The DLC I interviews workers, holds settlement conferences to resolve disputes prior to adjudication of claims, and gathers relevant facts and applies theories of liabilities in order to assess violations. The DLC educates the public on labor laws and performs a wide variety of duties involving enforcement of wage and hour laws in the Wage Claim Adjudication (WCA) program.

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>
45%	Interviews workers on assigned cases as part of the wage assessment process to identify and determine extent of violations. Conducts case review throughout the wage claim process to more efficiently manage caseload. Researches liable entities using various sources to identify and ascertain relevant entity details. Gathers relevant facts and applies theories of liability to investigate cases and assess wages or identify violations. Inspects and reviews records in order to ascertain violations and compute estimates of amounts due in accordance with the law and under division policies and procedures. Schedules and conducts meetings with workers and employers in a timely manner to further investigate claims, educate parties, and/or facilitate a resolution to claims through a negotiated settlement under division policies and procedures. Identifies evidence relevant to cases and evaluates requests for subpoenas to facilitate exchange of information among parties in accordance with division policies and procedures. Initiates and completes reports and legal documents in a timely manner, and issues or files such relevant documents to process claims in accordance with relevant laws and division policies and procedures.
30%	Monitors multiple payment plans and reconciles relevant payment data in case management system in order to preserve accuracy of such information. Evaluates and logs correspondence in case management system to preserve case management integrity. Maintains ongoing contact with employees, employers, and/or representatives on questions or inquiries regarding cases assigned to maintain the integrity of the process. Prepares and coordinates referrals to the Legal unit or other division units and programs. Assists other offices or programs in the performance of similar duties, either remotely or in person, and under the direction of Senior staff or

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	their designee.
15%	May serve as lead over lower-level staff of a district office in the absence of the Senior Deputy and/or at the direction of the Deputy Labor Commissioner III (DLC III/Senior Deputy) or Deputy Labor Commissioner IV (DLC IV/Regional Manager). Participates in continuous training to enhance law enforcement skills, legal comprehension, and calculation methods and application to improve investigatory expertise. Serves as a liaison to the public, establishing and preserving good relationships with the general public, answering questions from the public concerning relevant state laws and procedures, and making presentations before a variety of public groups to promote compliance and enhance public understanding of enforcement activities. Responds to requests for records made by the public pursuant to the Public Records Act (PRA) at the direction of the Senior Deputy or designee. Inspects places of employment to determine extent of compliance with the provisions of the Labor Code and orders of the Industrial Welfare Commission. Assesses and collects wages and civil penalties in order to effect compliance under the law and pursuant to division policies and procedures. Prepares and refers cases to the Criminal Investigation Unit (CIU), Bureau of Field Enforcement (BOFE), and/or the local district attorney's office for criminal investigation and assists with the prosecution as appropriate by testifying or through affidavits. Holds hearings, examines witnesses, and collects evidence in order to verify compliance and issue a written determination of found violations.
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, including all claim-filing alternatives. Conducts research online or in relevant databases and communicates with other programs or agencies as needed to identify relevant information about an 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 employers or their representatives, verbally or in writing, to address allegations, resolve disputes, or advance claims. 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 the respective team members to obtain status updates. 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 into the case management system database.
5%	Performs other job-related duties, including taking messages, scheduling appointments, transferring calls, and greeting visitors.

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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 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

High-volume, fast-paced office that handles wage claims and constantly interfaces with the public. May travel to assist other offices with conducting conferences.

Special Requirements/Other Information

N/A

Physical Abilities

This position requires the incumbent to remain in a stationary position for extended periods of time, to occupy and move to different workstations throughout the work floor/office, to communicate with the public, and 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 the workspace, including accessing storage cabinets and under the desks, and to safely move, manage, or transport up to 25 pounds.

Additional Requirements/Expectations

The Deputy Labor Commissioner I will be expected to demonstrate a commitment to the mission and vision of the division.

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Personal Contacts

The incumbent will routinely engage with the public in person and over the phone to provide information and assistance in filing wage claims and information about other Labor Commissioner's Office programs.

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

 JC
C&S Analyst Initials

 11/21/2025
Approval Date

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☐ CURRENT

☒ PROPOSED

CIVIL SERVICE CLASSIFICATION Labor Compliance Representative			WORKING TITLE Intake Investigator	
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Wage Claim Adjudication	
ASSIGNED SPECIFIC LOCATION Santa Rosa			POSITION NUMBER 400 – 550-9483-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 Wage Claim Adjudication (WCA) unit, the Labor Compliance Representative (LCR) conducts intake investigations and less complex assignments for settlement conferences or inspections. The LCR coordinates intake workshops or clinics in order to ensure claims filed by workers are complete, performs referrals to other units, and educates the public on labor laws and applies theories in order to assess violations on the liable employers in wage claim processing. In addition, the LCR performs a wide variety of duties involving enforcement of wage and hour laws in the WCA program.

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>
35%	Analyzes information on the newly filed claims, including Online Wage Claims, and contacts and interviews workers and employers in order to obtain further clarification on issues discovered during the claim review process. Gathers and analyzes information using state and federal registration sites, court cases searches to determine liable entities and ascertain relevant entity details to build case complaints. Identifies relevant evidence to facilitate exchange of information among case parties in accordance with division policies and procedures which will serve to perfect newly filed claims. Gathers relevant facts to apply theories of liability in order to build cases, assess wages, and identify violations. Inspects and reviews records in order to ascertain violations and compute estimates of amounts due in accordance with the law and under division policies and procedures. Maintains contact with parties on questions or inquiries regarding cases assigned in order to maintain the integrity of the process and does so in a timely manner. Assists other offices or programs in the performance of similar duties, remotely or in person.
20%	Prepares and completes referrals to Deputy Labor Commissioners to handle settlement conferences or handles referrals to hearing or to other units, subject to manager approval, including performing timely referrals to the judgment enforcement unit in order to accomplish a mechanics lien. Engages parties as needed and confers with managers in order to facilitate settlements as needed prior to a conference. Assesses and collects wages and penalties in order to effect compliance under the law and pursuant to Division policies and procedures. Monitors multiple payment plans and reconciles relevant payment data in the case management system in order

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	to preserve accuracy of such information. Assists with the preparation of form letters, agreements, complaints, notices, and other legal forms or correspondence and issues such correspondence as required by law and under regular office procedures. Assists with the preparation and filing of legal forms with the appropriate government authorities. Responds to requests for records made by the public and pursuant to the Public Records Act and under division policies and procedures. Evaluates and logs correspondence in the case management system in order to preserve case management integrity.
20%	Coordinates and leads intake workshops or clinics with stakeholders by creating schedules and facilitation materials in order to guide how workers must complete their claim forms, including identify all claims, and assistance with calculation of claims. 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 presentation materials and presenting these to the public. Participates in continuous training to enhance law enforcement skills, legal comprehension, and calculation methods and application in order to improve investigatory expertise.
15%	Monitors and manages all communication and documents received in the LaborComm and Evidence inboxes, or remotely monitors communications and inboxes for multiple district offices when there is an operational need. Drafts and sends timely responses via email and/or letter to, or communicates by phone call with, parties on all case-related requests and/or inquiries that are received via LaborComm. These requests can include, but are not limited to, case status updates; change of address and/or telephone number from parties; requests for continuances; and submission of new wage claims. Reviews, organizes, and uploads case-related supporting documentation received via the office's Evidence email inbox. Forwards supporting documents to relevant parties and staff in accordance with division policy and procedure. Routes all messages to appropriate recipients.
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 provides informational materials to workers and employers. Responds to inquiries by the public regarding case status by communicating appropriate information available in the case management system database 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 into the case management system database.

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5%

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. 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.

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

Work Environment

The incumbent will work in a high-volume, fast-paced office that handles wage claims and consistently interfaces with the public and 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. The incumbent may encounter frequent interruptions throughout the workday.

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

None.

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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 general public, other governmental agencies and partners, and staff members from other units within the division and the department. The incumbent will routinely engage with the public in person and over the phone to provide information and assistance in filing wage and garment claims, provide information about other Labor Commissioner's Office programs, and will hold 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 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

C&S Analyst Initials

Approval Date