

DUTY STATEMENT



☐ CURRENT
☒ PROPOSED

CIVIL SERVICE CLASSIFICATION Deputy Labor Commissioner Supervisor			WORKING TITLE Senior Deputy	
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Wage Claim Adjudication	
ASSIGNED SPECIFIC LOCATION San Francisco			POSITION NUMBER 400 – 531-9504-058	
BARGAINING UNIT S02	WORK WEEK GROUP E	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the direction of the Deputy Labor Commissioner Regional Manager (DLC Regional Manager/Regional Manager) in the Wage Claim Adjudication (WCA) unit, the Deputy Labor Commissioner Supervisor (DLC Supervisor/Senior Deputy) is responsible for supervising, planning, organizing, and reviewing the work of team members as well as offering ongoing training and education. In addition, the DLC Supervisor collaborates with other programs and stakeholders to promote education and access for the public and bring forth labor law enforcement awareness.

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>
25%	Advises and assists Deputy Labor Commissioners with unique or complex issues related to wage claims. Supervises staff in all aspects of performance of their duties, including but not limited to ongoing administrative responsibilities such as performance appraisals, probationary reports, training and development of staff. Evaluates individual and team performance and takes or recommends appropriate action under division policies and procedures. Prepares statistical reports through the use of a web-based case management system in order to evaluate and address workflow productivity.
20%	Reviews and makes equitable caseload assignments to staff in order to assure adequate workflow balance. Reviews and approves work product of staff for effective and timely processing of claims. Provides guidance in interpreting and applying divisional administrative policies. Supervises investigations in order to carry out priorities and goals set by the Labor Commissioner and to determine compliance with regulations and statutes. Coordinates with clerical team and deputies to assure proper handling of all cashing functions in accordance with the relevant division protocols and procedures. Directs and/or conducts Berman hearings and citation appeal hearings in the most complex matters or as needed to alleviate the operational workflows of the local district office and statewide. Reviews and approves work product, including but not limited to decisions or findings prepared by hearing deputies, and other final case determinations. Conducts conferences and hearings to facilitate office workloads. Determines the need for, recommends and justifies new positions based on workload and/or other relevant measures.

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15%	Determines additional training needs for individuals and the team and works closely with the Deputy Labor Commissioner Regional Manager (DLC Regional Manager/Regional Manager) and the division's Legal unit to provide adequate training. Participates in providing ongoing training and support to individuals and the team. Participates in continuous training to enhance law enforcement skills, legal comprehension, and calculation methods and application in order to improve investigatory expertise. Assists other offices or programs in the performance of similar duties, remotely or in person. Assures proper on-boarding of all new hires as well as off-boarding and coordinates with relevant units and the local Attendance Reporting Officer to complete all on-boarding/off-boarding requirements.
15%	Interacts with the public verbally or in writing to address questions or high-level concerns regarding enforcement procedures or case handling. Serves as liaison to the public; establishes and preserves good relationships with the public, including participates in and/or coordinates clinics, workshops and other meetings to address the public needs relevant to the work of the Labor Commissioner's Office (LCO). Makes presentations before a variety of public groups to promote compliance and to enhance public understanding of enforcement activities. Performs special assignments as directed by the DLC Regional Manager, such as participate in interview panels, and/or temporarily coordinate the work of a different Wage Claim Adjudication (WCA) office.
15%	Interacts with other units to coordinate cross-enforcement work and/or to facilitate, support or administrate cross-unit functions. Inclusively, works closely with management team, headquarters and other programs to identify space and equipment needs. Effectively and proactively communicates and works closely with upper management, criminal investigation unit and departmental units such as human resources to identify, evaluate and resolve workplace safety issues following relevant protocols. Responds to or coordinates responses to requests for records made by the public and pursuant to the Public Records Act and under division policies and procedures.
Percentage of Time Spent	Marginal Job Functions
5%	Oversees Public Information Duty (PID) for an established shift, provides updates to assigned team members, monitors performance measures for the telephonic program, monitors and responds to escalated situations for telephonic and/or in-person PID operations.
5%	Coordinates with other program leaders and the headquarters administration team in order to manage PID programs and ensure team has necessary tools to perform job competently and safely. Implements and enforces LCO policies and wellness program. Provides constructive feedback to team members and PID lead team regarding execution of public information duty. Proactively facilitates coverage of PID shifts by coordinating with respective program DLC Supervisors and/or DLC Supervisors in various other programs. Conducts PID shifts as needed if team members are unavailable.

Conduct, Attendance, and Performance Expectations

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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 Regional Manager (DLC Regional Manager/Regional Manager).

Supervision Exercised

May supervise Office Technician, Auditor, Management Services Technician, Labor Compliance Representative, Deputy Labor Commissioner I, and/or Deputy Labor Commissioner II staff in a Wage Claim Adjudication (WCA) district office.

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

Work Environment

The incumbent will work in a high-rise office building in an office setting with artificial lighting. This is a high-volume, fast-paced office that handles wage claims and constantly interfaces with the public.

Special Requirements/Other Information

None.

Physical Abilities

This position requires the ability to operate a computer and remain in a stationary position for extended periods of time.

Additional Requirements/Expectations

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

Personal Contacts

The incumbent will make presentations before a variety of public groups to promote compliance with and enhance public understanding of labor law enforcement activities.

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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

JG/JC

C&S Analyst Initials

01/15/2025

Approval Date