

DUTY STATEMENT



☒ **CURRENT**

☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Deputy Labor Commissioner Supervisor			WORKING TITLE Supervising Investigator – Bureau of Field Enforcement	
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Bureau of Field Enforcement (BOFE)	
ASSIGNED SPECIFIC LOCATION Riverside			POSITION NUMBER 400–565-9504-057	
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, the Supervising Investigator is responsible for planning, organizing, and reviewing the work of the investigative, auditing, and clerical employees supervised as well as provide ongoing training and education. In addition, the Supervising Investigator 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 Essential Job Functions
35%	Advises and assists professional staff with unique or complex issues related to BOFE case investigations. Provides guidance to professional staff in interpreting and applying Division administrative policies and procedures. Provides written and verbal feedback on work products to professional staff, for effective and timely processing of complaints, correspondence, case records analyses, case findings, citations, hearing appeal preparation. Reviews and monitors clerical staff's workflow productivity by coordinating with relevant units to ensure tasks were performed. Reviews and makes equitable caseload assignments to investigative staff, using strategic planning and statistical reports through the use of a web-based case management system to evaluate and ensure work-flow productivity and adequate assignments with desired deliverables. Directs and/or guides a group of investigators in strategic joint investigative efforts in conjunction with other enforcement programs and agencies in order to identify and enforce labor law violations
20%	Determines the need for, recommends and justifies new positions. Participates in the hiring and selection process for new staff by interviewing candidates and submitting a Request to Hire Package for the selected candidate. Assures proper on boarding of all new hires as well as off boarding of departing staff by coordinating with relevant units and Attendance Reporting Officer to complete all on-boarding and off-boarding requirements. Accesses the need for additional equipment and space requirements for their assigned office(s) in accordance with established State, department, and division policies and procedures. Assesses overall training needs for staff and provides ongoing feedback, training, coaching,

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	mentoring and support to staff. Establishes expectations and evaluates individual and team performance by reviewing work assignments completed by professional and clerical staff to determine whether it meets expectations and recommends or takes appropriate action under division policies and procedures. Prepares and issues performance evaluations to staff including performance appraisals and probationary reports.
15%	Interacts with the public verbally or in writing to address questions or high-level concerns regarding enforcement procedures, investigations 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. Makes presentations before a variety of public groups to promote compliance and to enhance public understanding of enforcement activities. Speaks at and/or coordinates clinics, outreach events and other meetings before a variety of public groups to enhance public understanding of enforcement activities and responsibilities, to promote compliance and to address the public's needs relevant to the work of the Labor Commissioner's Office.
10%	Reviews the applicability and legality of requests made by the public pursuant to the Public Records Act (PRA) and under Division policies and procedures for case enforcement records, documentation, and/or other information within the custodial care of the Labor Commissioner's office. Responds to PRA requests pursuant to statutory requirements by reviewing responsive records and preparing responses and provides guidance to support staff responsible for processing such requests.
10%	Participates in mandatory trainings to reinforce labor law enforcement skills, legal comprehension, and wage calculation methods and application in order to maintain and enhance investigatory expertise.
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. 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 Seniors and/or Seniors in various other programs.
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 & efficiently. Conduct shall be respectful and

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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. Teammates 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. Teammates 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. The Incumbent will be expected to demonstrate a commitment to the Mission and the Vision of the Division. Communicates the program's safety protocols and procedures to staff through written and verbal communication for implementation in the office and in the field to ensure a safe and healthy work environment.

Supervision Received

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

Supervision Exercised

Supervises a group of field staff and functions as a Supervising Investigator over a group of field offices.

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

Work Environment

The incumbent will work in a mid to high-rise office building. Field work is required within the State when visiting assigned field offices and attending or conducting trainings. Travel may be via land or air and may require overnight stay. The incumbent will have access to a state vehicle, laptop computer, printer, cellular phone, and other equipment necessary to stay in touch with the assigned field offices and their staff. The assigned state vehicle will be parked at a departmental-designated location.

Special Requirements/Other Information

A willingness to travel and work irregular hours.

Physical Abilities

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

Additional Requirements/Expectations

The incumbent must have a lucid understanding of the California Labor Code and the Industrial Welfare Commissioner Orders as well as a sympathetic understanding of the labor problems; sound judgment; reliability; impartiality; tact; firmness; patience; neat personal appearance; professional demeanor and attire; and a willingness to travel and be able to work irregular hours. The incumbent

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must possess strong skills in decision making; interpersonal and leadership ability, initiative, and resourcefulness to complete tasks; conflict prevention and resolution; organizational change and time management; analytical and attention to detail; effective collaboration; researching current laws and policies; mathematical calculations; as well as proficient in Excel and other Microsoft applications. Confidentiality and discretion are required due to the nature of the documents and information handled.

Personal Contacts

Provides and promotes outreach to educate the public and engages community stakeholders to address issues and build better enforcement awareness.

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