

DUTY STATEMENT



☒ **CURRENT**

☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Deputy Labor Commissioner Regional Manager			WORKING TITLE Regional Manager	
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Wage Claim Adjudication Unit	
ASSIGNED SPECIFIC LOCATION San Diego			POSITION NUMBER 400 – 544-9499-xxx	
BARGAINING UNIT M02	WORK WEEK GROUP E	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the general direction of the Labor Commissioner, Assistant Chief, or designee, the Regional Manager oversees a region of the Wage Claim Adjudication (WCA) program with team members assigned to district offices across the State of California. The Regional Manager plans, organizes directs, and coordinates the work of the designated program to ensure optimum execution of work, training, and uniform adherence to division administrative policies. In addition, the Regional Manager provides and promotes outreach to educate the public and engages community stakeholders to address issues and strengthen enforcement awareness. The Regional Manager also designs, implements and promotes cross program collaborations within Labor Commissioner's Office (LCO) and with other enforcement agencies to ensure compliance with respective laws, appropriate accountability of violators, and dynamic outreach efforts.

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%	Advises and assists Senior Deputies with unique or complex problems. Provides guidance in interpreting and applying divisional administrative policies. Provides ongoing support and guidance to Senior Deputies on various management aspects. Monitors office productivity in order to make recommendations and works closely with Senior Deputies to address productivity challenges in any district office. Communicates with higher level division management to address performance management issues. Prepares reports to address management challenges and provides recommendations and/or solutions to resolve such challenges. Assures safety of local offices in designated regions by communicating effectively with local leaders regarding such matters, following protocols and making informed decisions with the advice of higher-level management and in coordination with other impacted units. Acts as Senior Deputy over offices with such pending vacancy.
30%	Consults with higher level division management in formulation of division policy based on uniform needs. Develops, implements, and delivers training programs and actively participates in training or coordinating the training for teams in order to advance the enforcement efforts of the Labor Commissioner's Office. Serves as liaison to other program management teams, departments, and stakeholders by respectfully communicating in order to resolve inquiries, concerns, and/or to organize and coordinate meetings. Provides guidance and recommendations to Senior Deputies on maintaining adequate records and documenting work progress of teams and individuals. Proactively supports Senior deputies with developing

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	office plans to address work challenges and/or performance management issues.
20%	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. Provides direction and consultation to staff in the handling of difficult cases; and may hold hearings and make findings regarding disputed agency fees. Reviews and approves work product, including but not limited to decisions or findings prepared by hearing deputies, and other final case determinations. Coordinates responses to requests for records made by the public and pursuant to the Public Records Act and under division policies and procedures. 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. Prepares statistical reports through the use of web-based case management system and maintains these reports for statistical purposes for various purposes. Coordinates and/or participates in onboarding of new hires, which may include onboarding of Deputy Labor Commissioners and/or clerical staff.
Percentage of Time Spent	Marginal Job Functions
5%	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 Chief of the division or designee.

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

This position reports to and receives general direction from the Assistant Chief. Assignments and tasks may also come from the Labor Commissioner's Officer, the Deputy Chief, or their designee.

Supervision Exercised

Supervises a group of Senior Deputies and functions as the Regional Manager over a group of district

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offices.

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

Work Environment

Fast-paced working environment that requires flexibility, adaptability, presence via webcam virtually and or in-person as appropriate and willingness to work irregular working hours in order to adequately meet expected standards for this position.

Special Requirements/Other Information

Travel is required to assigned district offices. Travel may be via land or air and may require overnight stay.

Physical Abilities

The position requires the ability for prolong sitting and to work at a computer for extended periods of time.

Additional Requirements/Expectations

The Regional Manager is expected to build and develop team organization and coordinate teams across all programs demonstrating a commitment to the Mission and Vision of the Labor Commissioner's Office. 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 problem, 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 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

This position corresponds verbally and in writing with departmental employees, various levels of management, Human Resources, various control agencies, and community stakeholders to build positive partnerships and awareness of enforcement related activities.

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

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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