

Classification Title	Board/Bureau/Division
Automotive Program Specialist	Bureau of Automotive Repair
Working Title	Office/Unit/Section / Geographic Location
Forensic Documentation Specialist	Forensic Documentation Program/Program Support Unit/ Statewide Operations
Position Number	Name and Effective Date
646-170-7913-XXX	

General Statement: Under the general direction of the Automotive Program Supervisor II, in the Program Support Unit of the Forensic Documentation Program (FDP), the Automotive Program (AP) Specialist is responsible for developing, administering, and monitoring forensic documentation practices and advanced evidence gathering techniques related to investigative cases for the program on a statewide basis. In addition, the AP Specialist provides statewide undercover operations support and inspects labs statewide for safety compliance.

Duties include, but are not limited to, the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]

50% Administration of Forensic Documentation and Evidence Gathering (E)

Administer, monitor, and develop forensic documentation and advanced evidence gathering techniques related to investigative cases for the FDP on a statewide basis. Use in-depth knowledge of automobile technology, vehicle documentation, and formal investigations to review forensic evidence and discovery files produced by Forensic Documentation Laboratories (Doc Labs) for clarity, accuracy, technical merit, and to ensure that the undercover vehicle documentation and evidence gathering techniques are appropriate and result in effective investigations. The evidence and discovery files may include, but are not limited to declarations, documentation reports, reference materials, photos and/or diagnostic/analyzer test results. (30%)

Develop and administer the laboratory training programs and provide coaching to Doc Lab Automotive Program Representatives (APRs) on how to prepare documented vehicles to identify substandard or fraudulent automotive repair practices. This includes accurate interpretation of current manufacturer’s specifications and distinguishing the necessity for replacing as opposed to repairing system components. Develop guidelines and reference materials to train APRs on how to write declarations and assemble discovery for use in the adjudication of administrative, criminal or civil disciplinary actions. (10%)

Track and monitor declarations and discovery files on a statewide basis to ensure they are approved and distributed to the appropriate Field Operations and Enforcement Division (FOED) staff member(s) for use in formal investigations and disciplinary case filings for administrative, criminal or civil actions. Act as a liaison to the Attorney General’s and District Attorney’s Offices for FDP discovery files. (5%)

Review disciplinary case decisions involving documented undercover vehicles and as a quality control measure make recommendations on process effectiveness and improvement to management. (5%)

25% Statewide Undercover Operations (E)

Use the Electronic Transmission Management Information System (ETMIS), Covert Vehicle Information System (CVIS), and California Vehicle Inspection System (Cal-VIS) to alter Vehicle Safety System Inspection (VSSI) and Smog Check inspection information and histories within

the Vehicle Information Database (VID) and the Bureau of Automotive Repair (BAR) public website in support of statewide investigations involving undercover vehicles. Work with the BAR's Smog Check Engineering & Research Division and Technology Services Branch to develop, design, and test changes made to CVIS, Cal-VIS, and ETMIS to create efficiencies that will lead to improved undercover operations.

Develop, track, and maintain fictitious Department of Motor Vehicles (DMV) documents for use in undercover operations. This includes, but is not limited to, billing notices and report of deposit of fees. Update DMV documents based upon changes to laws, regulations, and forms. Generate fictitious vehicle history to ensure undercover vehicles remain undetected.

Act as a liaison to DMV Investigations to obtain the transfer of title, registration, renewal stickers, cold license plates, and fictitious vehicle history for the entire statewide undercover vehicle fleet. Attend DMV training classes to stay informed on changes to DMV documents, codes, and forms.

Review and assign Documented Vehicle Job Orders (DVJOs) statewide. Assess varying factors, such as workload, geographical location, vehicle fleet, and Doc Lab APR expertise, to determine which Doc Lab is best suited to accept a DVJO and complete it in a timely manner.

10% Inspect FDP Labs Statewide for Safety Compliance (E)

Periodically inspect each lab location for compliance with safety rules and regulations and make recommendations for improvement/correction to Supervisors and Managers.

Ensure the FDP remains current with local, state and federal safety regulations. Assist Lab Supervisors in the preparation and submission of paperwork necessary to comply with state and local regulations. Compile and distribute safety related materials.

Maintain the FDP Illness and Injury Prevention Program (IIPP). Update and make changes as necessary. Coordinate safety training for FDP to ensure compliance with Cal/OSHA and local CUPA employee training requirements.

5% Technical Oversight of Equipment Procurement (E)

Provide technical oversight for specialized and/or undercover equipment procurements statewide, including the evaluation of technical specifications for lab equipment. Monitor technical advancements in automobile technology and the automotive repair industry and the impact of those advancements on current documentation processes. Research and identify advanced equipment and training needs for all documentation lab staff. Present viable alternatives, when necessary, and recommend appropriate action to management. Assist in the procurement and distribution of reference literature, tools, equipment, and undercover vehicles for Doc Labs statewide.

5% Development of Policies, Procedures, Legislation and Regulations (E)

Support management with the development of policies and procedures for the Doc Labs. Implement protocols to assist with adherence to established policies and procedures in support of the strategic plan. Review new regulations and legislative and regulatory proposals to determine the impact on the Doc Labs. Assist in the development of legislative and regulatory proposals as they relate to the Doc Labs.

5% Special Projects (E)

Work on special projects including, but not limited to, assignments that require profound knowledge of how Doc Labs operate. Attend and conduct training sessions and meetings statewide. Other duties as required.

B. Supervision Received

The incumbent receives general supervision from the Automotive Program Supervisor II.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

Daily interaction with supervisors, support staff, APRs, and AP Specialists in the Field Operations and Enforcement Division. Frequent interaction with other BAR staff and outside vendors/contractors. Regular interaction with other government agencies, such as DMV, law enforcement, district attorneys, and the Attorney General's Office.

F. Actions and Consequences

FDP staff must be assured of a safe working environment. Violation of state, local and/or federal regulations could result in fines. Failure to complete assigned tasks in a timely manner, or inefficiency in carrying out duties, may have a negative impact on consumers or licensees. Declaration/Discovery documents not reviewed in a timely manner can delay BAR investigations, costing the Department of Consumer Affairs (DCA) loss of licensing fees and may negatively impact individuals who are unable to obtain or renew licensure while an investigation is pending. An inadequate investigation may allow violations of the Automotive Repair Act to go undetected or result in an administrative action to be brought against an undeserving person, undermining DCA's integrity and hindering BAR's mission, vision, and goals to protect the consumer.

G. Functional Requirements

The incumbent works up to 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. Position requires occasional driving.

H. Other Information

The incumbent must possess a valid California Driver License; it is also expected that the incumbent should attain and maintain a class B commercial vehicle operator's license. It is reasonably expected that incumbent will utilize their commercial vehicle operator's license within the scope of several Forensic Documentation Program's duties including, but not limited to; transport of documented vehicles throughout the state and assisting in behind the wheel training for staff's commercial driving certification. The incumbent routinely handles sensitive and confidential material and must maintain strict confidentiality. Effective verbal and written communication are essential. Regular and consistent attendance, punctuality, professionalism, working efficiently, and cooperative behavior with coworkers and other contacts are essential. The incumbent must demonstrate flexibility under changing priorities and deadlines. Knowledge and proficiency in the use of Microsoft Word is required. Knowledge and proficiency in the use of Microsoft Excel, SharePoint, and Adobe Acrobat is desired. Knowledge of program monitoring and administration; and principles and techniques of team leadership, training, coaching, reviewing the quality of others' work, and process improvement are required. Knowledge of the Provisions of the Automotive Repair Act, Vehicle Inspection and Maintenance Program, and industry standards for vehicle repairs and diagnoses is required. In addition, repair tools and equipment, repair methods, adjustments, servicing of automobiles/automotive pollution control systems is necessary. An in-depth knowledge of automotive technology, vehicle documentation, formal investigations, and the administrative discipline and civil and criminal adjudication processes is required. The incumbent must have the ability to develop procedures, legislative, and regulatory proposals; lead a statewide enforcement team, technical team or quality improvement team; contribute suggestions for

