

DUTY STATEMENT



CURRENT
 PROPOSED

CIVIL SERVICE CLASSIFICATION Analyst II		WORKING TITLE Lead Labor Compliance Analyst		
PROGRAM NAME Division of Labor Standards Enforcement		UNIT NAME Bureau of Field Enforcement (BOFE)		
ASSIGNED SPECIFIC LOCATION San Diego			POSITION NUMBER 400- 597-5393-XXX	
BARGAINING UNIT R01	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER No	BACKGROUND CHECK No

General Statement

Under supervision of a Deputy Labor Commissioner Supervisor, in the State Labor Commissioner's Office's (LCO) Bureau of Field Enforcement (BOFE) Program and/or Criminal Investigation Unit (BOFE-CIU), the incumbent will conduct independent, complex, analytical data analysis, independently generate detailed reports to answer complex inquiries, and conduct technical and complex compliance review by performing a broad range of independent analytical and specialized evaluative tasks related to the effective administration of the BOFE program including its labor compliance, investigation and enforcement of the Industrial Welfare Commission (IWC) orders and laws covering minimum wage, overtime, workers' compensation insurance coverage, child labor, cash pay, unlicensed contractors, and other related enforcement responsibilities.

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%	Performs complex and technically difficult analysis of employers' employment data and records for their administrative compliance with California labor laws and other lawful regulations, including independently conducting the complex audits to calculate amounts of unpaid wages and/or penalties owed to workers and/or civil penalties owed to the State for failure to achieve compliance with BOFE enforcement activities. May serve as lead for Analyst I's in conducting complex audits that requires significant coordination between multiple analysts. Identifies the inconsistencies and/or errors that prevent the reconciliation of data to ensure compliance standards, researches and recommends solutions. Provides expert, independent determinations on the reliability of the information by researching, analyzing, and interpreting labor law enforcement requirements and regulations to identify if violations exist. Communicates and collaborates with the BOFE investigative team as a subject-matter expert to gather, tabulate, and compile relevant data and other information and materials from employers and employees including time records, payroll records, financial information, and witness statements to be used Division labor compliance evaluations and audits.

DUTY STATEMENT



30%	<p>Conduct analytical studies and surveys utilizing data and reports from the LCO case management systems and other data resources regarding field enforcement activities, industry trends, and/or reports of violations, and independently identify potential impact and provide detailed recommendations on various projects, program initiatives, and/or proposed complex legislations impacting the program to management. May serve as lead for Analyst I's in conducting analytical studies and surveys. Independently reviews case information and updates case management activities in the LCO case management systems. Identifies complex errors and/or inconsistencies in the case management systems utilizing Salesforce, Microsoft Access, and other data management programs and oversees technical corrections and presents recommendations for system improvements to management. Prepare and present detailed analysis of the evaluation results and methodologies of the complex audits during administrative proceedings and/or other processes where an explanation of prepared evaluations and methodologies of complex audits is necessary.</p>
15%	<p>Serve as a field representative in responding to complex and technical inquiries regarding LCO enforcement responsibilities from the public and stakeholders, in person, virtually, verbally and/or in writing, utilizing LCO's case management systems, reports generated from the systems, and general knowledge of LCO policies and procedures, statutes, and regulations. Independently tracks and maintains log of inquiries received from the public and stakeholders.</p>
10%	<p>May serve as lead for analyst I's in developing outreach and educational materials in coordination and/or collaboration with management, LCO staff, and/or other stakeholders. Act as field representative for the Division in presenting developed outreach and educational materials, in person and/or virtually to internal and external stakeholders, by conducting technical trainings, outreach events, workshops, or other identified opportunities, to help promote labor compliance within the State.</p>
Percentage of Time Spent	Marginal Job Functions
5%	<p>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 Salesforce or communicating with respective team member to obtain status. Assists the public with completing various claim forms and provides information about local advocates that provide free legal services. Enters all</p>

DUTY STATEMENT



	claims received into Salesforce database.
5%	Performs other job-related duties, including takes messages, schedules appointments, transfers calls, and greets visitors.

Conduct, Attendance, and Performance Expectations

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (verbally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

Supervision Received

Under the supervision of the Deputy Labor Commissioner Supervisor or designee.

Supervision Exercised

None

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

Work Environment

Duties are primarily performed in a climate-controlled office setting possibly in a high-rise building; cubicle or shared work space under artificial light, utilizing computer screens and other office equipment; may drive a state vehicle for field work, trainings and other related work. While in the field, exposure to dirt, odors, noise, fumes, uneven surfaces, stairs, high-rise buildings, extreme weather conditions, and fast moving equipment may occur.

Special Requirements/Other Information

Travel required, willingness to work irregular hours.

Physical Abilities

The incumbent typically works in an office environment and uses a computer, telephone, and other office equipment as needed to perform duties. The incumbent will also traverse various ground surfaces and/or buildings during field activities. The position requires the ability to be stationary for a prolonged period and to work at a computer for extended periods of time and to move and transport office items in a safe manner.

Additional Requirements/Expectations

The incumbent routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times. The Incumbent is expected to demonstrate rapid progress in learning the fundamentals of the job.

Personal Contacts

DUTY STATEMENT



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.

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 Diversity and Inclusion Office.

Employee Name

Employee Signature

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

Date

HUMAN RESOURCES OFFICE APPROVAL

C&P Analyst Initials

Approval Date