

DUTY STATEMENT



CURRENT
 PROPOSED

CIVIL SERVICE CLASSIFICATION Deputy Labor Commissioner Supervisor		WORKING TITLE Senior Deputy		
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Restorative Justice - RCI	
ASSIGNED SPECIFIC LOCATION TBD			POSITION NUMBER 400 – XXX-9504-953	
BARGAINING UNIT S02	WORK WEEK GROUP E	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the general direction of the Deputy Labor Commissioner Regional Manager and Assistant Chief, the Deputy Labor Commissioner Supervisor plans, organizes, and directs the work of the Labor Commissioner’s Retaliation Complaint Investigation Unit (RCI). The incumbent is responsible for planning, organizing and reviewing the work of the staff in the investigation of retaliation complaints against employees. The incumbent will further facilitate the development, implementation, and administer statewide programs to advance early engagement and resolution of retaliation claims through restorative strategies. The incumbent will collaborate with other programs and stakeholders to advance industry-specific early engagement and restorative strategies through a trauma informed lens.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties Essential Job Functions
35%	Plans, organizes, directs, and coordinates the work of a Restorative Justice - Retaliation Complaint Investigation (RCI) team. Reviews and makes equitable caseload assignments to investigative staff to ensure adequate workflow balance and timely processing of complaints. Reviews and approves staff work products, correspondence, case findings, citations, and hearing preparation materials to ensure compliance with applicable laws, regulations, policies, and procedures. Monitors unit productivity, workload distribution, and case processing activities to ensure program goals and performance expectations are met. Provides guidance to professional and support staff in interpreting and applying Division policies and procedures. Provides coaching, mentoring, and training to staff to maintain and enhance investigatory expertise and professional development. Advises and assists Deputy Labor Commissioners with complex issues related to retaliation complaint investigations and restorative strategies.
25%	Identifies opportunities to streamline, improve, and enhance investigative, early engagement, and restorative justice processes. Oversees the development, implementation, and evaluation of procedures and protocols to support consistent application of restorative strategies throughout retaliation complaint investigations.

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	<p>Works with stakeholders, management, and staff to gather feedback regarding program operations and restorative practices and evaluates opportunities for continuous improvement. Reviews available program data, outcomes, and trends to assess program effectiveness and recommends enhancements to improve operational efficiency, consistency, and worker outcomes. Provides oversight and direction regarding implementation of new processes and procedures within the unit and ensures staff receive appropriate guidance and training.</p>
25%	<p>Serves as liaison with management, stakeholders, community organizations, enforcement partners, and other governmental agencies to support the goals of the Restorative Justice - RCI Unit. Interacts with the public verbally and in writing to address complex issues and provide recommendations to executive leadership regarding program operations and service delivery.</p> <p>Coordinates outreach efforts, clinics, workshops, and public meetings in collaboration with the Public Information Unit, Headquarters, Office of External Services, and other stakeholders to promote compliance, educate the public, and increase awareness of Labor Commissioner programs and services. Collaborates with internal and external partners to support early engagement efforts and restorative approaches to resolving workplace disputes.</p>
10%	<p>Establishes expectations and evaluates individual and team performance by reviewing completed work assignments and monitoring staff productivity. Prepares and issues timely performance evaluations, probationary reports, and other performance-related documentation. Recommends or takes appropriate corrective action in accordance with Division policies and procedures.</p> <p>Participates in the recruitment, selection, onboarding, training, and development of staff. Assures proper onboarding of new hires and offboarding of departing staff by coordinating with relevant units and the Attendance Reporting Officer. Determines the need for, recommends, and justifies new positions, equipment, and space requirements. Participates in workforce planning and operational resource management to ensure the unit is adequately staffed and equipped to meet program objectives. Assesses training needs and coordinates training opportunities to support staff development and changing program needs.</p>
Percentage of Time Spent	Marginal Job Functions
5%	<p>Oversee the Public Information Duty (PID) for an established shift, provide updates to assigned team members, monitor performance measures for the telephonic program, monitor and respond to escalated situations for telephonic and/or in-person PID operations. Coordinate with other program leaders and the Headquarters administration team to manage PID programs and ensure team has necessary tools to perform job competently and safely. Implement and enforce LCO policies and wellness program. Provide constructive feedback to team members</p>



and PID lead team regarding execution of public information duty. Proactively facilitate coverage of PID shifts by coordinating with respective program supervisors and/or supervisors in various other programs. Conduct PID shift as needed if team members are unavailable.

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

Works under the general direction of the Regional Manager

Supervision Exercised

Supervises staff including Deputy Labor Commissioners, Labor Compliance Representatives, and Office Technicians.

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

Work Environment

Work is primarily done in an office setting using standard office equipment.

Special Requirements/Other Information

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Physical Abilities

The incumbent must be able to remain stationary for at least 50% of the day and use a computer for at least 50% of the day. The incumbent must also be able to move office items of 25 pounds or less, with or without reasonable accommodations.

Additional Requirements/Expectations

A Senior Deputy will be expected to demonstrate a commitment to the Mission and the Vision of the Division.

Personal Contacts

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This position requires exceptional skill in dealing with the public and in coordinating the activity of other Labor Commissioner units in team enforcement efforts in addition to providing outreach services to educate the public and our community partners.

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

A.T

C&S Analyst Initials

06/23/2026

Approval Date