

DUTY STATEMENT



☒ **CURRENT**
☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Deputy Labor Commissioner Regional Manager		WORKING TITLE Regional Manager- Licensing and Registration Unit		
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Licensing and Registration	
ASSIGNED SPECIFIC LOCATION Los Angeles			POSITION NUMBER 400 –574-9499-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 Deputy Labor Commissioner Regional Manager directs, coordinates and oversees all of the Licensing and Registration (L&R) Unit portfolios and/or sub-programs in the following areas: Car Washing & Polishing, Child Performer Services, Door-to-Door Sales for Minors, Electrician, Entertainment Work Permit, Farm Labor Contractors, Foreign Labor Contractors, Garment Manufacturing & Contracting, Industrial Homework, Janitorial Service Providers, Permit to Employ Minors, Produce Unloaders, Studio Teachers and Talent Agents/Agencies and/or other related portfolios. The Regional Manager further designs, implements and promotes cross program collaborations within Labor Commissioner's Office (LCO) and with other enforcement agencies to ensure robust compliance with respective laws, appropriate accountability of violators, and dynamic outreach efforts. Inclusively, the Regional Manager supports and advances relevant assignments relating to implementation of strategic plans and provides support to the Assistant Chief in developing and administering policies and procedures as directed by the Labor Commissioner or designee

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%	Advises and assists Deputy Labor Commissioner Supervisors (Senior Deputies) staff with unique or complex problems across all portfolios or sub-program areas. Provides guidance in interpreting and applying divisional administrative policies. Provides ongoing support and guidance to Senior Deputies on various aspects of management. Monitors office productivity to make recommendations and work closely with Senior Deputies to address productivity challenges in any district office. Communicate with higher level division management to address performance management issues. Prepare reports to address management challenges and provide 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 as needed.
25%	Consults with higher level division management in formulation of division policy based on uniform needs for Assistant Chief review and approval. Reviews and approves work product, including but not limited to decisions or findings prepared by deputies, and other final case determinations. Develops, implements, and delivers training programs and actively participates in training or coordinating the training for teams 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 to resolve inquiries, concerns, and/or to organize and coordinate meetings. Coordinates with

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	Headquarters to ensure prompt hiring of staff and designs program specific onboarding of new team members; hands-on guidance and coaching for managers and supervisors. Develops and implements a skill strengthening program for managers, supervisors and team members, including an evaluation of the effectiveness of the training program. Takes a lead role in facilitating the design, implementation, and monitoring of the program's workforce plan to develop the workflow of management and leads by initiating the discussions to lay out parameters, obtain input, and ensure consistent communications with leaders as well as recruitment and retention efforts. Proactively supports Senior Deputies with developing office plans to address work challenges and/or performance management issues. Works closely with the Assistant Chief to address performance issues by recommending relevant training and/or disciplinary measures in conjunction with divisional and departmental protocols. Outlines, develops, recommends and implements change management strategies as changes occur within the program. Collaborate with LCO Headquarters unit to design and administer performance evaluations and obtain constructive feedback on operations.
25%	Develops recommendations for the Assistant Chief in relation to the needs of the program in relation to succession planning, increase of resources through Budget Change Proposals. Prepares reports to the Assistant Chief regarding activities, progress, needs, challenges, and strategies to address issues and strengthen operations overall. Provides recommendations to the Assistant Chief on proposed legislation to determine budgetary and operational impact on the program's enforcement activities and operational implementation of new legislation. Responds to inquiries from the department; agency; governor's office; and the public. Ensure productive relationships with stakeholders and supports collaborations to resolve disputes and strengthen operations, design action plans independently and with stakeholders to address concerns by conducting regular evaluations and meetings to advance program achieving vision, mission and goals, report results to the Labor Commissioner. Develops strategies to address the most sensitive and highly visible issues in the program including language access issues, non-compliance with specific statutes, new industry trends by collecting input from key leaders to develop, implement and execute initiatives from the Labor Commissioner.
10%	Directs and/or conduct 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/or matters pertaining to registration, licensing and overall compliance. Coordinates responses to requests for records made by the public and pursuant to the Public Records Act and under Division policies and procedures.
Percentage of Time Spent	Marginal Job Functions
5%	Performs other job-related duties as assigned, including responding to inquiries from team members on various procedural changes by conducting fact gathering, soliciting input, writing reports, and meet with respective stakeholders and departments.

Conduct, Attendance, and Performance Expectations

Work duties are expected to be performed productively & efficiently. Conduct shall be respectful and reflective of a professional team environment, and in accordance with the Labor Commissioner's Office mission and vision.

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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 offices.

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

Work Environment

Fast-paced working environment requires flexibility, adaptability, presence via webcam virtually and or in-person as appropriate and willingness to work irregular working hours 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 to work at a computer for extended periods of time and to move and transport office items in a safe manner. This position requires the incumbent to remain in a stationary position for long periods of time. occupy and move to different workstations throughout the work floor/office, communicate with the public, inspect documents; The incumbent must constantly operate a computer and other office productivity machinery, such as a calculator, and copy machine. The incumbent must constantly position self to navigate workspace including storage cabinets, under the desks, and move or manage up to 20 pounds.

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.

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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

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

CD

C&S Analyst Initials

07/07/2026

Approval Date