

DUTY STATEMENT



☒ **CURRENT**

☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Labor Compliance Representative (LCR)		WORKING TITLE Entry Level Investigator-Centralized Cashiering Unit		
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Centralized Cashiering Unit	
ASSIGNED SPECIFIC LOCATION Sacramento				POSITION NUMBER 400- 577-9483-XXX
BARGAINING UNIT R01	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under supervision of the Deputy Labor Commissioner III (Senior Deputy) of the Division, the incumbent assists the Senior Deputy in performing assignments related to the investigation of judgment debtors pursuant to labor laws and the Industrial Welfare Commission orders, including but not limited to locating assets to ensure that judgments are resolved. The incumbent also liaises with staff in the Public Works (PW) Unit, Bureau of Field Enforcement (BOFE) and Accounting to ensure appropriate and accurate collection and payments of wages and penalties on PW and BOFE cases. The incumbent may perform at the capacity of a resource person for the unit for information related to labor laws and the Division programs.

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>
30%	Assists and liaises with professional staff in PW and BOFE during investigations of PW and BOFE cases to facilitate the issuance of citations to appropriate Legal Entities by analyzing and evaluating cases and evidence. Gathers business information of judgment debtors and prepares the required forms for debt enforcement through the judgment enforcement process. Conducts routine inspections and investigations of workplaces in order to verify compliance with Order, Decision or Award (ODA), Notice of Findings (NOF), settlement agreements and payment plans. Gathers and analyzes data and other information including payroll audits to ensure appropriate calculations are made for each worker included and identified on the audit. Reviews and analyzes alleged employer payments resulting from ODA, NOF, settlement agreements or payment plans to facilitate credits toward citations, ODAs and/or the resulting judgments when applicable. Applies appropriate sections from the State Administrative Manual when allocating funds to workers or reviewing allocations made by others. Ensures effective communication occurs between the Centralized Cashiering Unit and the staff in the PW and BOFE units by regularly communicating concerns and/or issues and scheduling meetings. Assists the CCU Senior Deputy in analyzing and reviewing cases prior to closing out the investigation and provides recommendations for resolution.

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20%	Reviews, evaluates, and identifies cases eligible for restitution fund requests to the Farm Labor Contractor and Car Wash Fund by applying rules for such requests that exist in legislation and in Memos written by the Legal Section. Communicate with assigned deputy and/or the affected worker to facilitate the request, which includes obtaining documents from the worker, and applying the appropriate rules for each fund to submit the appropriate request to DIR Accounting. Creates a WCA case assigned by the Senior Deputy when restitution fund requests are made by an advocate whose client prevails in a civil case to facilitate collection from the fund. Upon receipt of payment from the State Treasurer's Office, facilitates restitution fund payments to the worker.
20%	Assists professional staff in the BOFE and PW Units with appeal hearings by gathering evidence and testimony regarding payments received and disbursed by the staff in the CCU, while providing the legal basis for which the distributions occurred as outlined in established policies, procedures, laws, rules and regulations. Provides testimony during appeal hearings as to how payments were disbursed to workers utilizing facts and evidence obtained during payroll audits. Enforces State labor laws and Industrial Welfare Commission Orders by meeting with and educating employers, employees and their representatives. Advises employers of violations and orders corrections when necessary. Refers Defendants with outstanding judgments in industries licensed by the Labor Commissioner to the Licensing and Registration Unit for possible revocations proceedings. Completes monthly reports for management retrieved from the case management system. Tracks and compiles statistics for various reports including restitution funds requested and received, trust fund payments received and disbursed and collections by case for the purpose of reporting success of the unit and tracking various statuses of collections.
10%	Assist with preparing, updating, and/or creating desk procedures, forms and templates for CCU. Attends and participates in continuous training to enhance and keep abreast law enforcement skills, legal comprehension and calculation methods and application in order to improve investigatory expertise as required.
10%	On occasion will provide backup to a receipting or disbursing clerk for entering or disbursing payments from Salesforce or Oracle in order to maintain adherence to the stringent timeframes found in the State Administrative Manual for receipting and disbursing payments.
Percentage of Time Spent	Marginal Job Functions
10%	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

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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. Participates in claim filing clinics, including assists the public with completing various claim forms and provides information about local advocates that provide free legal services. Enters all claims received into Salesforce database. Performs other job-related duties, including takes messages, schedules appointments, transfers calls, and greets visitors.

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

Under supervision of the Deputy Labor Commissioner III (or Senior Deputy) of the Division or designee.

Supervision Exercised

None

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

Work Environment

The work is primarily done in an office setting; however, there may be occasional duties performed in the field. The environment is a high volume, fast-paced work environment that serves the public in person and over the phone. The work area in the office will be equipped with standard office

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operating equipment such as a computer and telephone. When in a field setting, the incumbent will be using a state vehicle, laptop, cell phone and other equipment necessary to conduct on-site inspections/investigations. The state vehicle will be parked at a departmental or designated location. When in the field, the incumbent may be exposed to ongoing construction and extreme weather conditions.

Special Requirements/Other Information

Limited travel may be required.

Physical Abilities

The position requires the ability for prolonged sitting 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

Documents and information must be handled with confidentiality and discretion. At all times, compliance with the State Administrative Manual is required.

The incumbent must have a sympathetic understanding of labor problems; sound judgment; reliability; impartiality; tact; firmness; patience; neat personal appearance; willingness to travel and work irregular hours. The incumbent must possess good decision-making skills, initiative, and resourcefulness to complete tasks. Confidentiality and discretion are required due to the nature of the documents and information being handled.

Additionally, the incumbent must:

- Adhere to the Division's policies and procedures
- Maintain acceptable attendance and report to work on time
- Work under changing priorities and deadlines
- Be available and willing to work flexible hours
- Be able to communicate effectively both orally and in writing
- Complete assignments in a timely and efficient manner
- Work independently and in a team environment

Personal Contacts

The incumbent will 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: workers, employers, representatives, the general, interested and regulated public, other governmental agencies and team members from other programs within the Division and Department.

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

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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

L.R
C&P Analyst Initials

7/20/2026
Approval Date