

DUTY STATEMENT



☒ **CURRENT**

☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Deputy Labor Commissioner Supervisor			WORKING TITLE Senior Deputy – Public Works (PW)	
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Public Works	
ASSIGNED SPECIFIC LOCATION San Diego			POSITION NUMBER 400–554-9504-xxx	
BARGAINING UNIT S02	WORK WEEK GROUP E	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the direction of the Deputy Labor Commissioner Regional Manager, the incumbent plans, organizes, directs, and supervises the work of an investigative unit of the Labor Commissioner's Public Works local office. The incumbent is responsible for planning, organizing and reviewing the work of the employees supervised. This position requires exceptional skill in dealing with the public and in coordinating the activity of a local district office, and among other units, in order to effectively and productively advance the Labor Commissioner's Office law enforcement efforts. In addition, provides and promotes outreach to educate the public and engages community stakeholders to address issues and build better enforcement awareness. The Incumbent will be expected to demonstrate a commitment to the Mission and the Vision of the Division.

This is the first full supervisory level.

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>
40%	Advises and assists staff with unique or complex problems. Supervises and directs investigations in order to carry out priorities and goals set by the Labor Commissioner to determine compliance with regulations and statutes. Reviews and makes equitable caseload assignments in order to assure adequate workflow balance to ensure assignments are completed timely. Reviews and approves work production for effective and timely processing of complaints. Evaluates individual and team performance to recommend appropriate action under division policies and procedures. Provides guidance in interpreting and applying divisional administrative policies. Participates in providing ongoing training and support to individuals and the team. Performs special assignments as directed by Deputy Labor Commissioner Regional Manager such as directing and/or guiding a small sub-investigative unit within the Public Works Unit
30%	Assesses additional training needs for individuals and the team and works closely with the Deputy Labor Commissioner Regional Manager and Legal to provide adequate training. Prepares and issues reports to evaluate and address workflow productivity. Interacts with the public verbally or in writing to address questions or high-level concerns regarding enforcement procedures or case handling. Serves as liaison to the public; establishes and preserves good relationships with the public,

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	including participates in and/or coordinates clinics and other meetings to address the public needs relevant to the work of the Labor Commissioner's Office. Determines the need for, recommends and justifies new positions, additional equipment and space requirements. Prepares statistical reports through the use of web-based case management system.
20%	Assures safety of local office by communicating effectively with team regarding such matters, following protocols, and making informed decisions with the advice of higher-level management. Coordinates with clerical support team and staff to assure proper handling of all case management functions in accordance with the relevant division protocols and procedures. Advises and/or assists in citation appeal hearings in the most complex matters or as needed. Reviews and approves work product, including but not limited to citations or findings prepared by staff, and other investigative case determinations. Participates and/or coordinates Public Information Duty (PID) by interacting with other units and the Headquarter administration team in order to facilitate coverage of PID. Assures proper onboarding of all new hires as well as off-boarding and coordinates with relevant units and Attendance Reporting Officer (ARO) to complete all onboarding/off-boarding requirements. Responds or coordinates responses to requests for records made by the public and pursuant to the Public Records Act and under Division policies and procedures. Participates in continuous training to enhance law enforcement skills, legal comprehension, and wage calculation methods and application in order to improve investigatory expertise. Assists other offices or programs in the performance of similar duties, remotely or in person. Makes presentations before a variety of public groups to promote compliance and to enhance public understanding of enforcement activities.
Percentage of Time Spent	Marginal Job Functions
5%	Oversees Public Information Duty (PID) for an established shift, provides updates to assigned team members, monitors performance measures for the telephonic program, monitors and responds to escalated situations for telephonic and/or in-person PID operations. Coordinates with other program leaders and the Headquarters administration team in order to manage PID programs and ensure team has necessary tools to perform job competently and safely. Implements and enforces LCO policies and wellness program. Provides constructive feedback to team members and PID lead team regarding execution of public information duty. Proactively facilitates coverage of PID shifts by coordinating with respective program Seniors and/or Seniors in various other programs.
5%	Performs other job-related duties, including taking messages, scheduling appointments, transferring calls, and greeting 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

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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

The incumbent reports directly to and works under the general direction of the Deputy Labor Commissioner Regional Manager that oversees the assigned office or region.

Supervision Exercised

The incumbent will be responsible for supervising employees in local office as well as remote supervision comprised of professional level and administrative level staff.

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

Work Environment

The work environment will be conducted at the district or local office a majority of the time. The work area in the office will be equipped with standard office operating equipment such as a computer and telephone. The work environment may also be in a field setting. While in the field, the incumbent may be exposed to ongoing construction and weather conditions. Hybrid telework option may also be available with a required minimum of 2 in office days.

Special Requirements/Other Information

The incumbent may be required to travel for field operations and trainings. The incumbent will have access to a state vehicle, laptop computer, cellular phone, as well as other necessary equipment to conduct on site inspections and investigations. The assigned vehicle will be parked at a department designated location.

Physical Abilities

This position requires the ability to remain in a stationary position for long periods of time while in the office and/or while driving during field activities. The incumbent will also traverse various ground surfaces and/or buildings while managing between 5-10 lbs of equipment (laptop or tablet, portable printer, chargers) during field activities.

Additional Requirements/Expectations

N/A

Personal Contacts

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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 public, other governmental agencies, labor compliance monitoring 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 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

02/23/2026

Approval Date