

Department of Consumer Affairs

Position Duty Statement

HR-41 (new 7/2015)

Classification Title Supervising Special Investigator I (Non-Peace Officer)	Board/Bureau/Division Contractors State License Board (CSLB or Board) / Enforcement Division
Working Title Regional Manager	Office/Unit/Section/Geographic Location Investigative Center / Norwalk
Position Number 622-333-8549-001	Name and Effective Date

General Statement: Under the direction of the Supervising Special Investigator II (SSI II), the Supervising Special Investigator I (SSI I) supervises a staff of field investigators and office support staff in the Norwalk Investigative Center (I/C). The I/C staff are responsible for investigating and processing consumer complaints filed against licensed and unlicensed contractors. Duties include, but are not limited to, the following:

A. SPECIFIC ACTIVITIES [Essential (E) / Marginal (M) Functions]

45% (E) Investigation Responsibilities

Reviews and assigns staff consumer complaints. Provides input on case prioritization, evidence gathering, report writing, and may attend field investigation and witness interviews. Reviews all investigative complaint summaries and reports, offers direction for correction as needed during the investigation process (case reviews) and upon submission of closure. Determines if the disposition of the complaint is appropriate and approves case closures, as submitted by the field investigators. Reviews and assesses complaint closures include the most complex investigation reports such as multiple-offender criminal complaints, high-profile politically sensitive cases, and large commercial and public works contracts. **(25%)**

Monitors investigative staff's workload by reviewing and analyzing investigation activities and reports. Determines workload trends and takes appropriate action to ensure backlogs do not occur. Establishes performance measures, goals, and objectives as outlined in the CSLB's strategic plan, and policies and procedures. Communicates performance standards, measures, and goals to staff. Provides formal and informal feedback to employees through case reviews, staff meetings, individual mentoring and training, monitoring the investigators in the field, written directives, and counseling sessions, etc. **(20%)**

Position Duty Statement
Supervising Special Investigator I
Investigative Center

30% (E) I/C Responsibilities

Makes decisions on I/C functions and operations to ensure efficient and effective office operation. Ensures sufficient staffing levels are maintained to assist the public; timely and adequate equipment maintenance; requesting surveys of inoperable equipment and vehicles. Performs visual inspections of employees' state vehicles for safety and cleanliness; approving/denying requests for time-off from staff if it prohibits the operational needs of the I/C. Plans, organizes and directs all activities of office support staff assigned to process consumer complaints.

Review of quality and quantity of production, and quality of correspondence standards. Ensures staff completes month-end reports in a timely manner such as vehicle mileage reports, DMV and Choicepoint logs to CSLB headquarters, input of employees' time sheets, packaging and mailing of investigators' legal action reports, and ordering of office supplies. Prepares monthly report detailing I/Cs' activities and highlights.

10% (E) Staff Responsibilities

Perform and oversee the training, evaluation, and performance of staff. Assesses employees' skills, abilities and readiness for promotion or assignment of work. Conducts annual reviews of employees' Individual Development Plans (IDP) and prepares annual performance evaluations as a regular means of assessing abilities, identifying successes, training needs, or possible corrective action. Identifies opportunities for improving operational efficiency and effectiveness. Evaluates changes to current enforcement policies and procedures to promote program effectiveness. Directs the revising/amending of the Enforcement Unit's Policy and Procedures Manual as needed.

10% (E) Fiscal and Outreach Responsibilities

Monitors the costs and possible future expenses associated with the Industry Expert Program, investigative costs associated with legal actions referred to the Attorney General's office, vehicle usage, maintenance and repair bills, lost or stolen state equipment such as cell phones or laptop computers, overtime pay or CTO, salaries paid to staff assigned to assist at Local Assistance Centers/Disaster Recovery Centers after a natural disaster (wildfires). Provides cost or expenditure reports to the Special Investigators when appropriate.

Build cooperative work relations with local law enforcement agencies, media, legislators, consumer groups, industry, building officials, and other governmental agencies. Attends outreach events as a speaker or panel member, as requested by the CSLB public information office; attends meetings of the local Better Business Bureau, California Building Officials (CALBO), Building and Safety Departments, District Attorney Association

Position Duty Statement
Supervising Special Investigator I
Investigative Center

meetings, Senior Scam Stopper events, and law enforcement training sessions regarding topics such as elder abuse and traveler scam artists, etc.

5% (M) Compliance Review Responsibilities

Reviews investigators' weekly logs for compliance with policies and accuracy. Monitors investigators' vehicle mileage logs for compliance with Department of General Services (DGS) guidelines.

B. Supervision Received

The incumbent is under the general direction of the SSI II, may receive assignments from the Chief of Enforcement (CEA A) or the Deputy Chief of Enforcement (SSI II).

C. Supervision Exercised

The incumbent is responsible for the supervision of staff in the I/C.

D. Administrative Responsibility

The incumbent is responsible for supervision of activities in the I/C; leadership, written and oral communication, management of office operations, planning, evaluation and assessment, problem solving, quality improvement, team and staff development and process improvement. The incumbent is required to take appropriate enforcement and regulatory action and consult with varied professionals, investigators, and organizations.

E. Personal Contacts

The incumbent has regular telephone, written, and personal contact with the general public, offices of the Attorney General and District Attorneys, CSLB management and staff, and others regarding the laws, rules, regulations, and policies relating to the enforcement program. Proficient, high-quality written and oral communication skills are required, in order to represent the CSLB in a professional and reputable manner to the public, law enforcement, and other state agencies.

F. Actions and Consequences

The incumbent provides day-to-day operational oversight to staff engaged in the investigation of consumer complaints. The efficiency of the CSLB's I/Cs' staff relies heavily on the direction, training, and support provided by the incumbent. Without appropriate supervision in an I/C, the CSLB would not be able to promptly and thoroughly investigate consumer complaints as mandated by law, nor meet the goals and objectives set forth in the strategic plan, mission statement, and established policies and procedures.

Position Duty Statement
Supervising Special Investigator I
Investigative Center

G. Functional Requirements

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specific hours based on the business needs of the office. Incumbent works in an office setting with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Movement is consistent with office work and requires the incumbent to frequently remain in a stationary position, move about inside the office, and requires incumbent to occasionally position themselves to perform a variety of tasks, including retrieval of files and moving items weighing up to approximately 30 pounds. Attend field investigations, public outreach events, participate in hearings, task force and supervisor meetings. Field work includes frequently moving about to and/or from worksites, frequently in a construction area over uneven ground, and sometimes outdoors in inclement weather. The Incumbent must pass a medical examination to ensure fitness.

H. Other Information

The incumbent must demonstrate the ability to act independently with flexibility and tact; willingness to work irregular hours; keenness of observation; good memory for names, faces, and incidents. The incumbent is required to travel occasionally by various methods of transportation.

Chapter 2, section 154.3 California Business Professions Code (a) pursuant to subdivision (u) of Section 11105 of the Penal Code, the department shall submit to the Department of Justice fingerprint images and related information required by the Department of Justice for an employee, prospective employee, contractor, subcontractor, or volunteer. The Department of Justice shall provide a state- or federal-level response pursuant to subdivision (p) of Section 11105 of the Penal Code.

The incumbent must possess a valid driver's license, a good driving record, and is expected to drive vehicles safely. The incumbent shall participate in DMV Employer Pull Notice Program (EPN), which is a process for providing the Department with a report showing the driver's current public record as recorded by the DMV, and any subsequent convictions, failures to appear, accidents, driver's license suspensions, driver's license revocations, or any other actions taken against the driving privilege or license, added to the driver's DMV record.

This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st, and within 30 days of leaving office.

Position Duty Statement
Supervising Special Investigator I
Investigative Center

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public with equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Employee's Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Supervisor's Printed Name, Classification

Revised: 7/2026

Approved: 08/2026 HM