

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 7/2015)

Classification Title Career Executive Assignment (CEA) A	Board/Bureau/Division Bureau for Private Postsecondary Education
Working Title Enforcement Chief	Office/Unit/Section/Geographic Location Enforcement Program / Sacramento
Position Number 644-100-7500-001	Name and Effective Date

General Statement: Under the administrative direction of the Bureau Chief of the Bureau for Private Postsecondary Education (Bureau), the Enforcement Chief (CEA A) is responsible for planning, organizing, and directing the operations of the Enforcement Program. This includes statewide responsibility for the complaints, investigations, compliance, discipline, and annual reports units. The Enforcement Chief attends meetings, providing enforcement related information on Bureau-wide policy issues, and strategic planning. The Enforcement Chief is responsible for policy development, implementation, and evaluation of the overall operation. The Enforcement Chief serves as principal advisor to the Bureau Chief providing alternatives and recommendations regarding the program operations as required by the Legislature; Business and Consumer Services Agency; or Department of Consumer Affairs (DCA) directive and has delegated authority to act on behalf of the Bureau. Duties include, but are not limited to the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]:

50% PROGRAM OVERSIGHT (E)

- Serves as a member of the Bureau's Executive Staff and is relied upon by top management to independently recommend policies and legislation that will reflect the needs of the Enforcement Program. Assists the Bureau Chief in administrative and executive action. Informs and consults the Bureau Chief of critical and current issues. Coordinates the activities of the Bureau to ensure uniform compliance with the Private Postsecondary Education Act (Act). Directs, organizes, and evaluates the operation of the Enforcement Program to ensure effective enforcement of the Act. Proposes recommendation for any program changes to management to organize and maintain proper performance levels consistent with the Bureau's mission. Assists with the preparation of the Bureau's strategic plan by developing goals and action plans for the Enforcement Program. Prepares and delivers high-level presentations to the Bureau Advisory Committee and Executive Staff on emerging enforcement matters. (15%)
- Plans, organizes, and directs through subordinate staff the activities of the complaints, investigations, compliance, discipline, and annual reports units in order to carry out the Bureau's mission through policies, procedures, regulations, and directives. Coordinates the efforts of each unit to ensure proper coordination with each other and other Bureau units to promote timely discipline as needed. (15%)
- Reviews investigations in the most complex and sensitive of cases and determines the appropriate course of action to protect consumers. Reviews the charges to be filed based on the substantiated evidence. Approves, denies, or proposes alternatives to licensing actions. Serves as a liaison to the Attorney General's (AG) Office regarding civil cases and investigative cases referred for administrative or disciplinary action. Provides settlement negotiation authority to the AG's Office to settle administrative actions against licensees. (10%)
- Reviews reports submitted by investigators to ensure quality control and timeliness in the completion of investigations while using policies, procedures, and case criteria on an on-going basis. Establishes and oversees procedures for informal conferences. Responds to requests for information regarding active investigations or administrative actions directed to the Governor's Office, members of the Legislature, the Bureau Chief, and Executive Staff. (10%)

25% POLICY DEVELOPMENT AND IMPLEMENTATION (E)

- Recommends adoption, amendment, or repeal of Bureau regulations and policies necessary to implement the provisions of the law. Develops, implements, and monitors new procedures to comply with legislatively mandated changes, departmental objectives, and changes in practices using change management strategies. Establishes and oversees the implementation of policies and procedures to ensure goals and objectives are consistent with the Bureau mission and strategic plan. Provides input to the Bureau's strategic plan, in order to develop, ensure, and lead initiatives that advance the organization towards fulfilling its mission. Ensures the Bureau's policies and directives are understood and used correctly.
- Monitors trends in the private postsecondary education industry, among Bureau-approved institutions and beyond, to stay abreast of emerging issues and oversight challenges, and approaches and jurisdiction of sister regulatory agencies to address them. Proposes options for the Bureau to address emerging issues through changes to procedure, regulation, or legislation to support robust consumer protection while minimizing duplication.

25% OUTREACH AND TECHNICAL ADVISOR (E)

- Maintains cooperative working relationships with Bureau Executive Management, DCA Leadership including within Boards with which the Bureau has overlapping jurisdiction, the AG's Office, Office of Administrative Hearing, and other law enforcement organizations to share information and coordinate investigations using effective communication and interpersonal skills.
- Prepares high-level reports for management case level briefings, using thorough staff work techniques, as requested by Executive Staff. Prepares written correspondence to respond to questions and issues posed by stakeholders, interested parties, the media, and members of the public. Prepares and delivers high-level presentations to stakeholders, including industry and consumer groups, associations, organizations, etc. on both current and emerging enforcement matters.
- Establishes and maintains coordinating relationships with relevant enforcement and oversight agencies, including but not limited to the U.S. Departments of Education, Veterans Affairs, and Homeland Security; the U.S. Consumer Financial Protection Bureau; CalVet; and the California Departments of Financial Protection and Innovation, Labor, and Insurance.

B. Supervision Received

The Enforcement Chief (CEA A) is under administrative direction of the Bureau Chief.

C. Supervision Exercised

The Enforcement Chief has direct supervision of a Supervisor II and a Supervising Special Investigator II, and provides indirect supervision to subordinate Supervisor Is, a Research Data Supervisor, and other Enforcement Program staff.

D. Administrative Responsibility

The Enforcement Chief is responsible for, independently and through subordinate staff, the planning, organizing and directing of the operations of the Enforcement Program. This includes responsibility for the complaints, investigations, compliance, discipline, and annual reports units.

E. Personal Contacts

The Enforcement Chief has direct daily contact with Bureau Executive Staff members and Enforcement Supervisors. The incumbent has direct regular contact with Supervising Deputy Attorney Generals, the Senior Assistant Attorney General, Deputy Attorney Generals, the District Attorney's Office, the Office of Administrative Hearings, the DCA Division of Investigation, and other local, state and federal law enforcement organizations. The incumbent

has direct, occasional contact with other state agencies, Business Consumer Services Agency, Governor's Office, Legislature, and industry stakeholders and associations.

F. Actions and Consequences

The Enforcement Chief is relied upon by top management to independently recommend policies and legislation that will reflect the needs of the Enforcement Program. The judgment exercised and the decisions made determines the effectiveness of the Bureau's regulatory function and has a significant impact on the Enforcement Program, California's private postsecondary industry, and California consumers seeking postsecondary education and training. If the Enforcement Chief does not perform the position's responsibilities and duties adequately, the Enforcement Program would not be upholding the mission of the Bureau to protect consumers through the enforcement of the Private Postsecondary Education Act. Thus, California consumers and out-of-state consumers enrolled in California institutions may incur hefty costs and debts to enroll in substandard postsecondary education and training.

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 specified hours based on the business needs of the office. The Enforcement Chief works in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. Occasional travel is required to various locations throughout California by various methods of transportation. Travel may be for one or several consecutive days.

H. Other Information

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 equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

The incumbent must:

- Maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times, while the incumbent is employed at the Bureau and after employment ends.
- Excellent organizational and time management skills.
- Possess exceptionally strong communication skills, both orally and in writing.
- Possess excellent listening skills, including the ability to understand and identify different points of view, and to distinguish points of consensus and conflict.
- Use sound judgment in decision-making regarding program operations and policy implementation.
- Exercise creativity and flexibility in problem identification and resolution
- Be responsive to DCA executive and management needs.

Conflict of Interest (COI)

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.

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's 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's Signature Date

Supervisor's Printed Name

Revised: 08/2026