

DUTY STATEMENT



☒ **CURRENT**

☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Management Services Technician			WORKING TITLE Public Records Coordinator	
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Wage Claim Adjudication	
ASSIGNED SPECIFIC LOCATION Santa Rosa			POSITION NUMBER 400 – 550-5278-145	
BARGAINING UNIT R01	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER No	BACKGROUND CHECK No

General Statement

Under the supervision of the Deputy Labor Commissioner Supervisor (Senior Deputy), the Management Services Technician (MST) will learn and perform the less technical, semi-professional analytical tasks as it relates to Public Records Act (PRA) requests received for all Wage Claim Adjudication (WCA) district offices. The MST assists investigatory staff by reviewing and assessing data and information to respond to PRA requests received related to current and ongoing cases and investigations. The MST serves as the Public Records Coordinator and is responsible for effectively responding to all public requests for case-related documents and information for the WCA program.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties Essential Job Functions
40%	Serves as the primary coordinator for processing and administering the Public Records Act (PRA) requests by ensuring timely and accurate responses in compliance with divisional procedures, Government Code 6250 and applicable laws, rules and regulations. Reviews and assesses incoming PRA requests for information on cases filed with and contained in the Wage Claim Adjudication (WCA) district offices to determine legal sufficiency and assesses what records may be released and what redactions are needed from a legal assessment. Interprets and applies laws and rules surrounding the Public Records Act, Labor Code statutes, court rules and procedures to determine whether information requested may be legally released or exempt from disclosure by law. Independently communicates verbally and/or in writing to requestors regarding the process of obtaining records pursuant to applicable State law. When applicable, requests additional information from requestors and notify requestors of the status of PRA requests within the timeframes established by State law. Provides updates and escalations to the Deputy Labor Commissioner Supervisor (Senior Deputy). Evaluate trends and patterns or special requests received by requestors to provide recommendations to the Senior Deputy on policies, procedures and practices for responding to PRA requests.
30%	Completes a preliminary assessment and analysis of legal entity records, complaint forms, vacation/expense schedules, calculation addendums, and other supporting documents for complaints to assist Enforcement investigatory staff by verifying information received to perform the less complex gathering and analysis of data and specific information from federal registration sites or searched court cases to be used

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	in the Labor Code investigative process to ensure regulatory compliance with established laws, rules, regulations and departmental policies and procedures. Ensures all parties are notified and verify current mailing addresses of parties using the case management system. Communicates verbally and/or in writing with those that may be part of the investigation such as employees, employers, witnesses and other external or internal stakeholders. Assesses case files to determine proper notice to serve, whether a Notice of Claim and Conference (NOCC) or a Notice of Claim Filed (NOCF), by researching employer history of non-appearance to proceedings, employer record of resolving claims, judgments, and liens entered against employers, and/or existing or past investigations conducted by other Labor Commissioner's Office (LCO) units using the case management system. Performs preliminary investigative research by receiving, organizing, and/or restructuring confidential employee and/or employer records submitted to be used in division audits by WCA Enforcement staff in order to formulate decisions.
25%	Utilizes various case management systems and both internal and external databases and online resources to research, gather, and analyze information regarding employers that are the subject of a complaint and/or referral, verify legal entities, license/registration statuses (if applicable), and other information related to pre-investigations or investigations. Manages and maintains tracking of PRA requests by inputting information contained in complaints, referrals, requests, and other written materials into appropriate computer databases and/or tracking spreadsheets for confirmation of required information is accurate without compromising the integrity of records during investigations. Administers required departmental forms needed for inclusion with investigatory files and prepare referrals received by Enforcement staff and WCA management to internal division units and/or to other external government agencies. Reviews and evaluates requests for subpoena(s) from parties to determine if request is relevant and timely in accordance with departmental policies and procedures. Inputs and updates information in appropriate computer databases and/or spreadsheets at various stages of collection efforts to ensure information is continuously up to date and accurate to ensure the integrity of collection records.
Percentage of Time Spent	Marginal Job Functions
5%	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. Directs the public to available resources online or otherwise provides informational materials to workers and employers. Responds to inquiries from the public regarding case status by communicating appropriate information available in Wage Claim Adjudication (WCA) unit case management system or communicating with respective team members to obtain status. Assists the public with completing various claim forms and provides information about local advocates that provide free legal services. Performs wage calculations. Creates records of wage claims received into WCA case management system. Performs other job-related duties, including taking messages, scheduling appointments, transferring calls, and greeting visitors.

Conduct, Attendance, and Performance Expectations

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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.

Additionally, the State of California adheres to a number of laws and policies that are designed to promote a safe, comfortable, and professional work environment for all employees. As a state employee, the incumbent is responsible for arriving at and leaving work at the times agreed upon by the supervisor, including returning on time after lunch and break periods. The incumbent is expected to behave courteously and responsibly at all times.

Remember that the image of an organization rests upon the behavior of the employees who represent it. The incumbent and the supervisor will participate in the regular employee appraisal process throughout their career. This provides an opportunity to discuss job performance and career development.

Supervision Received

The incumbent reports to, and receives majority of assignments from, the Deputy Labor Commissioner Supervisor (Senior Deputy); however, direction and assignments may occasionally come from a lead in charge for the day and/or regional manager(s) or designee.

Supervision Exercised

None.

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

Work Environment

The incumbent works in an air-conditioned office building with natural and artificial lighting as well temperature control. In addition, the incumbent works in a cubicle in close proximity to others. The position is required to work extensively on computers as necessary for drafting documents, conducting research, drafting email communication, and other purposes.

Special Requirements/Other Information

None.

Physical Abilities

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This position may require the incumbent to remain in a stationary position and work at a computer workstation for extended periods of time, to occupy and move to different workstations throughout the work floor/office, to communicate with the public, and to inspect documents. The incumbent must constantly operate a computer and other office productivity machinery, such as a calculator and copy machine, and may be required to position themselves to access spaces including under desks, cabinets, and/or storage spaces, and to safely move or transport up to 25 pounds.

Additional Requirements/Expectations

None.

Personal Contacts

The incumbent will need to 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: low-wage workers, employers and their representatives, the general public, other governmental agencies and partners, and staff members from other units within the division and the 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 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

JC/JG

C&S Analyst Initials

08/07/2026

Approval Date