

Department of Consumer Affairs
Position Duty Statement
HR-41 (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 Statewide Investigative Fraud Team (South) / Norwalk
Position Number 622-342-8549-001	Name and Effective Date

GENERAL STATEMENT: Under the direction of the Supervising Special Investigator II (Non-Peace Officer) [SSI II], the Supervising Special Investigator I (Non-Peace Officer) [SSI I] supervises a staff of field investigators and office support staff in the Statewide Investigative Fraud Team (SWIFT). The unit is responsible for conducting investigations of unlicensed contractors, major fraud investigations, and enforcement operations targeting the underground economy. Duties include, but are not limited to, the following:

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

40%(E) FRAUD INVESTIGATIONS MANAGEMENT

Plans, organizes, and directs all activities and staff assigned to conduct proactive investigations, including unlicensed activity, major fraud investigations, and enforcement operations targeting the underground economy. Plans and organizes monthly undercover sting and sweep operations. Reviews the majority of legal and non-legal action investigation reports completed by the Special Investigators (SI).

40%(E) PROGRAM ADMINISTRATION

Make decisions on office functions and operations to ensure efficient and effective office operation. Reviews and analyzes investigation activities to assess and monitor workload, performance measures, goals and objectives. Oversee the training, evaluation, and performance of staff. Makes final determination on employee skills, abilities, and readiness for promotion or assignment of work. Builds cooperative work relations with state and local law enforcement agencies, media, legislators, consumer groups, industry, building officials, and other government agencies. Communicates performance standards to staff, verbally and in writing. Provides formal and informal feedback for employees. Conducts monthly staff meetings. Meets with staff regularly to monitor and review pending cases. Completes probation reports and performance appraisals as required.

20%(E) OPERATIONS MANAGEMENT

Identifies opportunities for improving operational efficiency and effectiveness and removes obstacles preventing implementation or secures the necessary resources needed for implementation. Develop and monitor strategic plans,

performance measures, identifies budget needs, and monitors compliance. Proposes policy and procedure changes to promote program effectiveness.

B. Supervision Received

The SSI I is under the direction of the SSI II and may receive assignments from the Chief of Enforcement.

C. Supervision Exercised

The SSI I directly supervise SI's and clerical staff.

D. Administrative Responsibility

The SSI I is responsible for the supervision of activities in the SWIFT unit; leadership, communication, management and administration, planning, evaluation and assessment, problem solving, quality improvement, team and staff development, and process improvement; and the development and monitoring of strategic plans and performance measures. The incumbent is required to take appropriate enforcement and regulatory action and consult with varied professionals, investigators, and organizations.

E. Personal Contacts

The SSI I has regular contact with staff under their supervision, CSLB management, consumers, industry experts, and contractors. In addition, the incumbent may have contact with industry associations, labor organizations, district attorneys, and law enforcement agencies to obtain and follow up on leads alleging violation of Contractors License Law and may have periodic contact with the public, associated with speaking presentations.

F. Actions and Consequences

The SSI I provides day-to-day operational oversight to staff engaged primarily in the investigation of unlicensed contracting activity. The efficiency of the Board's SWIFT unit staff relies heavily on the direction and support provided by the incumbent. Without appropriate supervision in a SWIFT unit, the Board would not be able to promptly investigate leads alleging unlicensed construction activity as mandated by law.

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 SSI I 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 while performing tasks, such as retrieving files and light lifting, up to approximately 15 pounds.

H. Other Information

The position requires thorough and detailed knowledge of appropriate laws, rules, regulations, and administrative policy of the Board. The incumbent must be able to

independently perform complex specialized analyses and functions within the CSLB and effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment. Regular attendance and punctuality are essential for this job.

The incumbent shall participate in Department of Motor Vehicle (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.

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 pass a medical examination to ensure fitness.

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.

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

Approved: 05/2026 HM