

DUTY STATEMENT



☒ **CURRENT**

☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Deputy Labor Commissioner Supervisor		WORKING TITLE Senior Deputy		
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Retaliation Complaint Investigation	
ASSIGNED SPECIFIC LOCATION 2031 Howe Ave, Ste 100, Sacramento CA, 95825			POSITION NUMBER 400 – 522-9504-138	
BARGAINING UNIT S02	WORK WEEK GROUP E	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the general direction of the Regional Manager and Assistant Chief, plans, organizes, and directs the work of the Labor Commissioner's, RCI Unit. The Senior Deputy is responsible for planning, organizing and reviewing the work of the staff in the investigation of retaliation complaints against employers.

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 Deputy Labor Commissioners with unique or complex problems; supervises investigations in order to carry out priorities and goals set by the Labor Commissioner to determine compliance with regulations and statutes; directs investigative hearings on various case matters and holds citation appeals hearings where civil penalties are assessed. Reviews and makes equitable caseload assignments to staff in order to assure adequate workflow balance. Reviews and approves work product of staff for effective and timely processing of claims. Evaluates individual and team performance and takes or recommends appropriate action under division policies and procedures. Provides guidance on interpreting and applying divisional administrative policies. Participates in coaching to enhance law enforcement skills in order to maintain investigatory expertise.
30%	Plans, organizes, directs and coordinates the work of a RCI team; may administer a special statewide program of the division; participates in selection and training of staff. Determines additional training needs for individuals and the team and works closely with the Regional Manager to provide adequate training. 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, including participates in and/or coordinates clinics, workshops 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.
15%	Evaluates staff performance and takes or recommends appropriate action, including probation reports, performance appraisals and/or progressive discipline. Participates in the recruitment and training of staff. 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 and off-boarding requirements. Determines the need for and justifies new positions, equipment and space requirements. Evaluates training needs and new positions based on new legislation.

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10%	Regularly interacts with other units to coordinate work and to facilitate, support and administrate cross-unit functions. Inclusively, works closely with management team, headquarters and other programs to identify space and equipment needs. Responds to and coordinates responses to requests for records made by the public and pursuant to the Public Records Act.
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. Conducts PID shift as needed if team members are unavailable.

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 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

Works under the general direction of the Regional Manager.

Supervision Exercised

Supervises staff including Deputy Labor Commissioners, Industrial Relations Representatives and Office Technicians. Organizes, plans and reviews work.

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

Work Environment

Work is primarily done in an office setting using standard office equipment.

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Special Requirements/Other Information

Physical Abilities

The incumbent must be able to remain stationary for at least 50% of the day and use a computer for at least 50% of the day. The incumbent must also be able to move office items of 25 pounds or less, with or without reasonable accommodations.

Additional Requirements/Expectations

A Senior Deputy will be expected to demonstrate a commitment to the Mission and the Vision of the Division.

Personal Contacts

This position requires exceptional skill in dealing with the public and in coordinating the activity of other Labor Commissioner units in team enforcement efforts in addition to providing outreach services to educate the public and our community partners.

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

C&S Analyst Initials

Approval Date