

DUTY STATEMENT



☒ **CURRENT**
☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Deputy Labor Commissioner Supervisor		WORKING TITLE Senior Deputy		
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Licensing and Registration	
ASSIGNED SPECIFIC LOCATION Fresno			POSITION NUMBER 400 – 518-9504-068	
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 Assistant Chief, the Deputy Labor Commissioner Supervisor plans, organizes, directs and coordinates the work of the Licensing and Registration (L&R) Unit for staff located in Fresno. The L&R unit administers exams, issues and renews permits, licenses, certifications and registrations in the following areas: Car Washing & Polishing, Child Performer Services, Door-to-Door Sales for Minors, Farm Labor Contractors, Foreign Labor Contractors, Garment Manufacturing & Contracting, Industrial Homework, Janitorial Service Providers, Produce Unloaders, Sheltered Workshop, Studio Teachers and Talent Agents/Agencies.

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>
45%	Advises and assists Deputy Labor Commissioners with unique or complex issues related to Wage claims. Supervises staff in all aspects of performance of their duties, including but not limited to ongoing administrative responsibilities such as performance appraisals, probationary reports, training and development of staff. Evaluates individual and team performance and takes or recommends appropriate action under division policies and procedures. Directs the unit that is responsible for licensing and registration in the various industries listed above. Includes assigning work, training staff, monitoring work and ensuring timeliness and quality of work to ensure timely processing of registrations. Advises and assists staff with unique or complex problems.
20%	Acts as a resource to staff in other units regarding licensing issues, by providing guidance on the interpretation of licensing policies. Collaborates with the Division's Legal program on reviews of revocations and denials of registrations and licenses that staff have identified. Works with the Office of Information Systems to identify updates to both the website and web-based applications to ensure they are accurate. Works as a liaison and subject matter expert to add license types to the case management system.
15%	Prepares statistical reports and correspondence; including reports for the Department of Justice (Farm Labor Contractors, Talent and Child Performer Services), data trend reports, data analysis reports, annual reports; correspondence to the public, licenses, attorneys and constituent responses. Determines the need for and justifies new positions, equipment and space requirements. Evaluates

DUTY STATEMENT



	training needs and new positions based on new legislation.
10%	Speaks at seminars with other agencies to provide wage and hour information. Addresses interested groups and gives information to employers and employees regarding the provisions of State labor Laws relating to licensing and registration. Responds to community-based organizations' questions and concerns.
Percentage of Time Spent	Marginal Job Functions
10%	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. Coordinate with other program leaders and the Headquarters administration team 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

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

Under the general direction of the Assistant Chief.

Supervision Exercised

Directs team members including Office Technicians, Management Services Technicians, Labor Compliance Representatives and Deputy Labor Commissioners.

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

Work Environment

Fast-paced working environment requires flexibility, adaptability, presence via webcam virtually and or

DUTY STATEMENT



in-person as appropriate and willingness to work irregular working hours to adequately meet expected standards for this position.

Special Requirements/Other Information

Travel required when appropriate.

Physical Abilities

This position requires the incumbent to remain in a stationary position for long periods of time. occupy and move to different workstations throughout the work floor/office, communicate with the public, inspect documents; The incumbent must constantly operate a computer and other office productivity machinery, such as a calculator, and copy machine. The incumbent must constantly position self to navigate workspace, including storage cabinets, under the desks, and move or manage up to 20 pounds.

Additional Requirements/Expectations

The Senior Deputy is expected to build and develop team organization, and to coordinate teams across all programs demonstrating a commitment to the Mission and the Vision of the Labor Commissioner's Office. The incumbent must have a lucid understanding of the California Labor Code and the Industrial Welfare Commissioner Orders as well as a sympathetic understanding of the labor problems; sound judgment; reliability; impartiality; tact; firmness; patience; neat personal appearance; professional demeanor and attire; and a willingness to travel and be able to work irregular hours. The incumbent must possess strong skills in decision making; interpersonal and leadership ability, initiative, and resourcefulness to complete tasks; conflict prevention and resolution; organizational change and time management; analytical and attention to detail; effective collaboration; researching current laws and policies; mathematical calculations; as well as proficient in Excel and other Microsoft applications. Confidentiality and discretion are required due to the nature of the documents and information handled. Bilingual applicants are encouraged to apply.

Personal Contacts

This position requires exceptional skill in dealing with the public and in coordinating the activity of team members 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

DUTY STATEMENT



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

CD
C&S Analyst Initials

07/16/2026
Approval Date