

Department of Consumer Affairs**Position Duty Statement**

HR-41 (Revised 7/2015)

Classification Title	Board/Bureau/Division
Supervisor I	Bureau of Security and Investigative Services
Working Title	Office/Unit/Section / Geographic Location
Enforcement Operations Supervisor	Enforcement Unit/ Sacramento
Position Number	Name and Effective Date
625-100-4800-009	

General Statement: Under the general direction of the Deputy Chief of Enforcement (Supervisor II), the Supervisor I is responsible for managing analytical support functions for the Enforcement Unit. The incumbent supervises professional analytical staff responsible for enforcement support functions and provides leadership over the Bureau's citation tracking, cost recovery and collections, inspection program coordination, statistical reporting, business integration, and performance management programs. Duties include but are not limited to the following:

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

40% Supervision and Administration (E)

- Supervises professional staff performing enforcement functions. Provides guidance and direction to Enforcement Analysts on citation tracking, cost recovery and collections, inspection program coordination, enforcement reporting, business integration, and other analytical enforcement functions.
- Conducts probation reports, performance evaluations, coaching sessions, corrective action, and disciplinary activities.
- Interviews, hires, trains, mentors, and develops staff.
- Develops, coordinates, and conducts BreEZe code training and provides technical guidance to Analyst II staff and the greater Enforcement Unit to ensure the consistent application of enforcement business processes, BreEZe coding standards, and data integrity.
- Establishes unit priorities and workload distribution to ensure operational goals and deadlines are achieved.
- Reviews analytical reports, recommendations, correspondence, and other work products for quality, accuracy, consistency, and compliance with Bureau policies, procedures, and applicable laws and regulations.
- Reviews staff recommendations involving citation tracking, cost recovery and collections, inspection program activities, and other enforcement support functions.
- Identifies staff training needs and develops procedures to improve operational effectiveness, consistency, and customer service.
- Monitors workload trends, productivity, and performance measures to ensure efficient program operations.

35% Statistics Reporting, Data Analysis, and Business Integration (E)

- Develops, analyzes, and interprets complex statistical reports using BreEZe, QBIRT, IBM Cognos Analytics, Microsoft Excel, and other reporting tools. Validates and audits data for accuracy and consistency; identifies and resolves data integrity issues and system coding discrepancies; and ensures alignment with Department-mandated Annual Reports, Sunset Reviews, and performance measure requirements.
- Evaluates enforcement workload trends, performance measures, and operational data to identify emerging issues and recommend process improvements.

- Coordinates and prepares Bureau reporting for Annual Reports, Sunset Review metrics, Department performance measures, legislative inquiries, budget requests, and executive management requests.
- Evaluates business processes and recommends operational improvements that enhance efficiency, accountability, and program effectiveness.
- Serves as the Bureau's subject matter expert for enforcement reporting, business integration initiatives, BreEZe business processes, and data integrity.
- Collaborates with the Office of Information Services (OIS), Licensing, Legal, and other program areas to implement system enhancements, improve reporting capabilities, and support business modernization initiatives.
- Develops executive dashboards, management reports, statistical summaries, analytical presentations, and recommendations supporting executive decision-making.
- Researches, analyzes, and recommends solutions to highly complex operational and business issues affecting the Bureau's Enforcement Unit.
- Establishes reporting standards, analytical methodologies, and data governance practices for the Bureau's Enforcement Unit to ensure the accuracy, consistency, integrity, and reliability of enforcement data used for executive decision-making, Department reporting, legislative reporting, performance measurement, and strategic planning.

20% Enforcement Operations and Program Management (E)

- Manages citation tracking program to ensure timely processing, consistency, and accurate reporting of enforcement actions.
- Oversees, assigns, coordinates, and manages cost recovery and collections activities associated with enforcement actions and identifies opportunities to improve efficiency and accountability.
- Manages the Bureau's inspection program, including inspection assignments, workload distribution, tracking, and operational reporting.
- Develops and implements quality assurance measures to ensure consistency, accuracy, and compliance in citation tracking, inspection program activities, cost recovery processes, and other enforcement support functions.
- Reviews inspection reports and analytical work products to ensure consistency, completeness, and compliance with Bureau policies, procedures, and enforcement objectives.
- Reviews and assists with complex or sensitive inspections, investigations, and special enforcement assignments requiring advanced analytical or operational expertise.
- Develops, implements, and evaluates operational procedures that improve workflow efficiency, reporting accuracy, quality assurance, and program effectiveness.
- Coordinates analytical support for Enforcement staff and management on complex operational issues, enforcement initiatives, inspection activities, and business process improvements.
- Monitors operational performance, analyzes program outcomes, and recommends operational improvements and resource allocation to support the Bureau's public protection mission.

5% Special Projects (E)

- Prepares executive briefing materials, presentations, management reports, correspondence, and policy recommendations for executive management.
- Coordinates and prepares materials for Advisory Committee meetings, executive briefings, legislative inquiries, and stakeholder presentations.
- Conducts training workshops
- Performs other high-level analytical and management assignments as directed by executive management.

B. Supervision Received

The incumbent reports directly to and receives the majority of assignments from the Enforcement Chief (Supervisor II) but may also receive direction from the Assistant Chief (Manager II) or the Bureau Chief.

C. Supervision Exercised

The incumbent supervises professional analytical staff in the Enforcement Unit of the Bureau, which includes Analyst II's.

D. Administrative Responsibility

Responsible for managing the unit's time and attendance processes to ensure accurate, timely, and efficient operations. Delegating duties to the appropriate level of staff; responding to employee/union grievances and arbitration issues; working with Personnel and other appropriate DCA administrative staff to resolve issues regarding various staff and Bureau policies and procedures. Collaborating effectively with other Bureau management and staff to ensure cohesive team operations, sharing insights and best practices to drive overall success and foster a positive work environment.

E. Personal Contacts

The incumbent has daily contact with Bureau and Department staff as well as frequent contact with the public, licensees, industry associations, DCA Executive Office, other state agencies and local authorities.

F. Actions and Consequences

Failure to properly manage staff and staff workload may cause considerable consumer harm or may allow an individual with a background of violating criminal or administrative law to be licensed or continue to be licensed, thus increasing the potential for further criminal activity and jeopardizing the safety of the public. Failure to properly review and analyze data for accuracy and consistency will result in unreliable information, therefore negatively impacting the Bureau's effectiveness in making well-informed decisions to enhance business processes. Failure to thoroughly gather business requirements and adequately support the Bureau in developing data reports jeopardizes the Bureau's ability to align with the Department's reporting processes.

G. Functional Requirements

This position requires work both indoors and outdoors, depending on the situation the incumbent is involved in, at any given time. While indoors, the temperature and humidity may not be controlled. While out of doors, the incumbent is exposed to climatic conditions. The incumbent will have regular contact with persons who carry firearms and other deadly weapons. Occasional to frequent sitting, standing, walking, driving is required. The incumbent may be required to work irregular shifts, nights, weekends and holidays, and travel. Occasional overtime may be required, reviewing completed staff work of employees, working well with others, working under changing priorities and doing other associated office tasks such as photocopying, sending faxes, etc.

H. Other Information

The incumbent must be able to reason logically and creatively and utilize a variety of analytical and investigative techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex staff services program; establish and maintain project priorities; develop and effectively utilize all available resources. The incumbent must use tact and diplomacy while supervising staff in the unit, possess good judgment, good interpersonal skills, exceptional communication skills and problem-solving skills. Confidentiality and discretion are required due to the nature and sensitivity of the documents handled. Incumbent works with substantial independence in investigating and evaluating documents submitted by consumers, local, state and federal law enforcement agencies, licensees, and BSIS-certified training facilities. The position requires the ability to interpret the laws and regulations related to licensing criteria for the various license types regulated by the Bureau. Regular and consistent attendance is required. Travel may be required.

Criminal Offender Record Information (CORI) Fingerprinting

Title 11, section 703 (d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance to DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

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.

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.

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, Classification

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

Printed Name, Classification

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