Department of Consumer Affairs
Position Duty Statement
HR-41 (Revised 07/2015)

Classification Title Supervising Special Investigator I (Non-Peace Officer)	**Board/Bureau/Division** Contractors State License Board (CSLB/Board)/Enforcement Division
Working Title Regional Supervisor	**Office/Unit/Section/Geographic Location** Intake and Mediation Center/ Norwalk
Position Number 622-315-8549-001	**Name and Effective Date**

General Statement: Under direction of the Supervising Special Investigator II (SSI II), the Supervising Special Investigator I (SSI I) is responsible for planning, organizing, and directing a variety of investigative functions at CSLB. The SSI I supervises a multi-disciplinary group of professional, semi-professional, and support staff. Duties include but are not limited to, the following:

A. SPECIFIC ACTIVITIES [Essential (E) / Marginal (M) Functions]

65% (E) Supervision and Staff Development

Plans, organizes, and directs all program operations within the Sacramento Intake and Mediation Center. Provides technical assistance and direction to staff, as needed, with information regarding rules, regulations and changes as they occur. Ensure that all procedures and policies are followed. Guidance and direction are delivered in face-to-face meetings, in writing, and at monthly staff meetings. **(25%)**

Reviews, analyzes, and approves the majority of the closing and transfer reports of Analysts and Program Technician II (PT II) for accuracy, completeness, cohesiveness, and proper disposition. **(25%)**

Develops and implements performance measures, standards, and goals. Communicates these performance standards to staff through staff meetings and written guidelines. Provides feedback to employees to motivate, recognize, and reward. Counsels employees regarding attendance and work-related issues and initiates corrective or adverse actions when appropriate. **(10%)**

Reviews and evaluates productivity reports in order to assess staff's performance and workload. Identifies and addresses performance issues and training needs. Promotes the upward mobility of staff by making determinations on employee's skills, abilities, and readiness for promotion or assignment of work. **(5%)**

25% (E) Program Management

Continually evaluates processes and procedures. Identifies and resolves deficiencies by implementing measures that will improve operational efficiency.

Communicates regularly with the SSI II on the unit's progress through informal meetings, providing and discussing monthly production reports, and weekly supervisory meetings with the SSI II and Sacramento SSI I. Develops and monitors strategic plans, pilot programs, and performance measures through analysis of production reports and workload statistics. Performs the most sensitive and complex assignments.

Develops cooperative working relationships by serving as a liaison between the Attorney General's office, local prosecutors, and other federal, state, and local law enforcement agencies. Interaction with outside law enforcement may include discussing the most egregious complaints to determine if a criminal filing is warranted, if sufficient evidence exists to pursue the filing, and if not, what evidence would be required. Interactions with the Attorney General's office may include questions on the application of the business and profession codes to a specific set of complaint circumstances. Makes decisions and or recommendations to the SSI II that will enhance and streamline business procedures. Acts on the behalf of the SSI II in their absence.

10% (M) Policy & Procedural Development

Formulates procedures, policies, and program guidelines for Intake and Mediation units. Proposes policy and procedure changes to the SSI II and Sacramento SSI I. Implements policy decisions established by the Board. Proposes and develops new pilot programs to further the enforcement and complaint resolution process in the Intake and Mediation Centers. Monitors new programs effectiveness by use of statistical reports.

B. Supervision Received

The SSI I works under direction of the SSI II, but may receive assignments from the Deputy Chief of Enforcement and Chief of Enforcement (CEA A).

C. Supervision Exercised

The incumbent will be responsible for the supervision of Special Investigator(s), analytical, technical, and possibly supporting clerical staff.

D. Administrative Responsibility

The SSI I is responsible for the supervision of activities of the Norwalk Intake/Mediation Center. This includes leadership communication, management and administration, planning, evaluation and assessment, problem solving, quality improvement, team and staff development and process improvement, 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 professions, investigators, and organizations.

E. Personal Contacts

The incumbent will have contact with CSLB Board members, management, staff, partner agencies, as well as federal, state, and local law enforcement personnel, and others regarding the laws, rules, regulations, and policies relating to CSLBs' Law.

F. Actions and Consequences

The SSI I provides day-to-day operational oversight to staff engaged in the intake and mediation of consumer complaints. The efficiency of the Board's Intake and Mediation staff relies heavily on the direction and support provided by the SSI I. Without appropriate supervision in the Intake and Mediation Center, the Board would not be able to promptly investigate consumer complaints, as mandated by law.

G. Functional Requirements

The incumbent works up to 40 hours per week 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 workstation, and to and/or from workstations. The incumbent must occasionally move about to and/or from worksites sometimes outdoors in inclement weather. Incumbent may perform field investigations and public outreach events, which require travel to and from sites.

Environmental Conditions: The employee is required to work both indoors and outdoors, depending on the situation he or she is involved in, at any given time. While indoors, the temperature and humidity is reasonably controlled, but while out of doors, the employee is exposed to climatic conditions. The employee may be exposed to dust and fumes and occasionally be exposed to toxic materials.

Physical Requirements: While outdoors, the employee must occasionally move about to and/or from worksites on uneven ground, and position self to perform a variety of tasks.

H. Other Information

The incumbent must demonstrate extensive knowledge of B & P Code, Labor Code, and Penal Code. Additionally, the incumbent must demonstrate tact and good judgment, including but not limited to dealing with partner agencies and local law enforcement and media; willingness to work odd and irregular hours; a good memory for names, faces, and incidents; and willingness to travel. The position requires a thorough and detailed knowledge of appropriate laws, rules, regulations, and CSLB administrative policy.

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week and may be required to work specified hours based on the business needs of the office.

The incumbent must possess a valid driver's license, a good driving record, and is expected to drive vehicles safely. The incumbent shall participate in DMV's 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.

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.

In addition, the incumbent is subject to California Government Code section 19995.4 and the Department of Consumer Affairs Leadership training requirement. All newly appointed managers or supervisors who have not completed mandatory 80 hours of supervisory training are required to complete the training within one year from date of appointment.

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 Date

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, Classification Date

Approved: 9/18/26 AW