State of California
Department of
Industrial Relations

DUTY STATEMENT

☐ **CURRENT**

☒ **PROPOSED**

CIVIL SERVICE CLASSIFICATION	WORKING TITLE
Regional Manager	Statewide Centralized Complaint and Report Intake Unit Manager

PROGRAM NAME	UNIT NAME
Division of Occupational Safety and Health	Enforcement- Centralized Complaint and Report Intake Unit

ASSIGNED SPECIFIC LOCATION	POSITION NUMBER
Los Angeles	400 – 455-3871-027

BARGAINING UNIT	WORK WEEK GROUP	BILINGUAL POSITION	CONFLICT OF INTEREST FILER	BACKGROUND CHECK
M09	E	No	Yes	No

General Statement

Under the general direction of the Deputy Chief of Field Enforcement with the Department of Industrial Relations (DIR), Division of Occupational and Safety Health (DOSH), Enforcement Branch, the Statewide Centralized Complaint and Report Intake Unit (CCRIU) Manager leads, plans, organizes, directs daily Complaint and Report Intake operations; oversees the performance of Complaint and Report Intake Unit staff through five subordinate Managers and works in close partnership with including but not limited to, the Assistant Deputy Chief of Field Enforcement, Enforcement Branch regional managers, district managers, senior industrial hygienist supervisors and other Enforcement Unit managers. The Statewide Manager is responsible for the day-to-day leadership, execution, and operational performance of the Complaint and Report Intake Unit. The Statewide Manager develops Complaint and Report Intake operational strategies through needs assessments, performance reviews, and capacity planning; evaluates Complaint and Report Intake technologies, customer service standards, and organizational structure; and monitors Complaint and Report Intake performance to identify operational problems and solutions. The Statewide Manager implements and participates in the development of the overall Enforcement policies relating to safety engineering, industrial hygiene, accident and occupational health hazard prevention and enforcement of the State's Occupational Safety and Health Orders. The Statewide Manager travels throughout the State.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties **Essential Job Functions**
40%	Plans, supervises, directs, coordinates, evaluates and reviews the work of all staff and make major decisions. Provides day-to-day leadership and works with staff to establish priorities that aligns with DIR-DOSH's mission, strategic plans, goals, mandates, expectations, and values. Evaluates staff performance. Provides continuous feedback to staff that highlight performance successes and develop action plans to correct deficiencies and performance gaps. Communicates corrective action plans verbally and in writing with staff to correct deficiencies and performance gaps. Takes appropriate disciplinary action, subject to management concurrence, to address staff performance deficiencies, in accordance with the Department's rules, policies, and labor contract provisions. Identifies, develops, and implements leadership strategies that enhance

	staff performance, efficiency, and productivity. Instructs and trains staff on their job duties, DOSH Compliance policy and procedure, directives, and memorandums. Coaches, trains, mentors and develops staff, including overseeing new employee onboarding and providing career development planning and opportunities. Reviews, analyzes, creates and maintains confidential, sensitive and administrative files and logs. Regularly monitors and analyzes reports concerning CCRIU activities and the processing of accident, referral, and complaint reports in both the state and federal databases; Keeps the Deputy Chief of Enforcement informed of the daily operations of CCRIU; reports any equipment and software problems or failures; identifies and seeks assistance for equipment and software deficiencies; ensures that the necessary repairs are completed; Ensures and maintains the security of the CCRIU information; conducts quality assurance reviews of calls and timely routing of accident, referral, and complaint reports assigned for onsite inspections to the enforcement branch field offices; develops and implements a training and quality assurance program for CCRIU; establishes and enforces standard operating procedures (SOPs) for receiving, triaging, and routing accident, referral, and complaint data; Develops and implements quality assurance metrics to ensure data integrity, accurate coding, and compliance with statutory, department, and division deadlines/mandates; generates regular statistical reports on CCRIU performance, processing volumes, backlog status, and error rates for executive leadership and ensures appropriate staffing levels are maintained for CCRIU. Supervises and directs safety and health letter inspections and onsite field inspections conduct by CCRIU staff; assigns, supervises and directs all fatal and serious accident injuries and illnesses inspections and the analysis including but not limited to, fact gathering, fact analysis, conclusion drawing, and counter measures, to determine causes and the means of preventing recurrences. Oversees safety and health letter investigations and onsite field inspections assigned to and conducted by CCRIU staff; reviews the work product of all staff for quality, thoroughness, accuracy, neatness, organization, effectiveness, sound professional judgement and compliance with DIR-DOSH directives, memorandums, and policies and Compliance Policy and Procedure manual. Works with staff to address and correct deficiencies in their work. Monitors and tracks the implementation, progress, and completion of assignments to ensure deadlines are met. Conducts a detail assessment of all incoming work and assigns timely to all staff. Consults frequently with the CCRIU Manager regarding office operational and staff performance.
30%	Oversees implementation of new regulations and procedures impacting the Complaint and Report Intake Unit. Reports findings of difficult and sensitive problems and complaints/reports to the Deputy Chief of Field Enforcement with recommended corrective actions. Prepares clear, accurate and concise correspondence, technical reports, and records. Provides to the Deputy Chief of Field Enforcement monthly summary reports on progress towards meeting DIR-DOSH goals and plans and statistical reports concerning staff workload and performance. Reviews and analyzes daily, weekly, and monthly performance reports. Participates in the development and implementation of goals, objectives, policies, and priorities for the program. Implements

	and maintains health and safety programs, including but not limited to, Injury & Illness Prevention Program, Heat Prevention Program, Respiratory Protection Program, Medical Surveillance Program, etc. Advises the Deputy Chief of Field Enforcement, executive leadership, and government partners on statewide emerging issues and recommends changes to goals, policies, standards, plans, and legislation affecting the program. Provides strategic guidance on the impact of local, state, and federal workforce policies. Ensures CCRIU adherence to department and division policies, procedures, directives and quality standards, consistently meeting or exceeding service level of excellence.
20%	Develops, implements, and evaluates Complaint and Report Intake Unit policies, procedures, goals, and objectives. Conducts comprehensive analysis of existing policies, practices and emerging statewide strategies to recommend updates to policy and procedures that support modern, data driven, customer centered service delivery. Ensures effective statewide adoption of new initiatives, including access and equity strategies, digital transformation, accessibility improvements, staff empowerment initiatives, and operational modernization consistent with statewide governance and technology standards. Develops and leads effective collaboration, relationships and represents the Division and Department when engaging with Enforcement Branch managers, employers, Unions, labor organizations, elected officials, workers, other government agencies and community-based organizations across the state. Meets with and gives advice and assistance to employers, employees and others in the handling of complex accident prevention and industrial hygiene problems and methods of eliminating hazardous conditions and practices. Establishes and maintain cooperative relations with organizations interested in promoting accident and health hazard prevention and in organizing and carrying on accident and health hazards prevention campaigns. Addresses interested groups on accident and health hazard prevention.
5%	Prepares and conducts monthly staff meetings. Supervises the testing of safety and industrial hygiene monitoring equipment. Attends and participate in scheduled training and meetings. Accurately completes and submits to management in a timely and appropriate manner, monthly absence and additional time worked reports, job-related travel expense claim, time off request, training request, and yearly Performance Appraisal Summary (PAS) reports.
Percentage of Time Spent	**Marginal Job Functions**
5%	Performs other related duties as required to fulfill DIR-DOSH mission, goals, and objectives.

Conduct, Attendance, and Performance Expectations

The Statewide Manager performs a variety of functions and must maintain a high level of integrity, professionalism, and confidentiality, resourcefulness, dependability, thoroughness and accuracy; use sound professional judgment, exercise initiative, and objective action. This position is significant in that errors in judgement may result in significant and negative impact to the safety and health to staff and the community.

The Statewide Manager will develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and adhere to department/division, directives, policies and procedures. Behave consistently in an honest, fair, and ethical manner. Must maintain regular and acceptable attendance at such level as is determined at the Department's sole discretion. The Statewide Manager will be required to perform primarily office work with some field work, with occasional overnight travel. Travel throughout the State is required, primarily to do field work, attend meetings and training which include overnight to multiple night stays.

Supervision Received

This incumbent works under the general direction and receives assignments from the Deputy Chief of Enforcement.

Supervision Exercised

The incumbent is responsible for supervising professional and administrative level staff in the Statewide CCRIU, Managers, Senior Safety Engineers and Senior Industrial Hygienists.

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

Work Environment

Primarily works in an office setting that is air conditioned, with cubicle workstations exposed to natural and artificial lighting. Daily use of computer, office equipment, and telephone.

May also work at a field site that has the potential for exposures to safety and health hazardous substances, and may involve, working outdoors 8 hours or more per day in a wide range of weather conditions (e.g. rain, strong winds, heat, and cold).

Traveling via private, State vehicle, or public transportation (i.e. automobile, airplane, etc.) including overnight travel may be required.

Special Requirements/Other Information

All employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they come in contact with during work hours, during work-related activities, and anytime they represent the Division. Additionally, all DOSH employees are responsible for promoting a safe and secure work environment, free from discrimination, harassment, inappropriate conduct, or retaliation.

Physical Abilities

The position requires the ability to maintain a stationary position for extended periods of time; bend, traverse; move; work at a computer for extended periods of time. The incumbent will be required to use office equipment including, but not limited to, a personal computer, telephone, and multi-function copy machine.

Ability to pass a respiratory physical exam and wear a full face or half face respirator.

Additional Requirements/Expectations

The incumbent must demonstrate the ability to establish and maintain cooperative working relationships with staff at all levels both within and outside of DOSH.

The incumbent must consistently report to work on time with a minimum of absences; willingness to work nights, weekends, holidays, and at unusual hours is required; has emotional stability and even temperament; willingness and initiative to take independent action; performs tasks accurately; positive attitude; adapts to shifting demands of the job; performs effectively under stress and time pressure; tolerates a confined work space with stationary position for prolonged periods; shows interest in serving the public; shows respect and consideration for others; maintains confidentiality of information; works productively without supervision; dependable; self-motivated; mature; and a team-player.

Personal Contacts

The Statewide Manager is expected to work cooperatively with all levels of DOSH management and staff, other government agencies, and stakeholders, such as Union Representatives, Advocacy groups, and the public to provide the highest level of service possible.

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

RL	10/5/2026
C&S Analyst Initials	Approval Date