State of California Department of Alcoholic Beverage Control

DUTY STATEMENT

Job Classification: Supervising Investigator, Alcoholic Beverage Control
Working Title: Supervising Agent, ABC
Position Number: 024-xxx-8678-xxx
Scheme and Class Codes: VP80, 8678
Reports To: Supervising Agent-in-Charge, Alcoholic Beverage Control (aka: District Administrator)
FLSA Status: Exempt
Divisions: Northern/Southern
Location: Various (Statewide)
Prepared By/Date: Human Resources, December 2025

DEPARTMENT STATEMENT

ABC values diversity at all levels of the organization and is committed to fostering an environment in which employees from a variety of backgrounds, cultures, and personal experiences are welcomed and can thrive. ABC believes the diversity of our employees and their unique ideas inspire innovative solutions to further our mission. Join ABC and help us provide the highest level of service and public safety to the people of the State through licensing, education, and enforcement.

SUMMARY

Under direction of the Supervising Agent-in-Charge, supervises employees responsible for law enforcement work, including criminal and administrative investigations. Duties include, but are not limited to planning work, coordinating field activity, counseling, and training of Agents. Supervising Agents must demonstrate and promote a high degree of integrity, leadership, sound judgement, and decision making. Supervising Agents must have knowledge of ABC laws and rules, court procedures, and department's procedures and policies.

	ESSENTIAL DUTIES AND RESPONSIBILTIES
40%	Plan, organize, and assign the work of Agents so that department enforcement priorities are met in an efficient and equitable manner. Supervise field enforcement activity and operations. Make physical arrests for criminal offenses. Write criminal citations. Locate and interview victims, witnesses, and suspects. Supervise the processing and collection of evidence to support investigation findings in accordance with applicable laws and departmental policy. Ensure Agents have all required equipment and equipment is maintained properly. Mentor and train Agents to develop knowledge and competency in law enforcement work, criminal and administrative investigations and writing clear and concise reports. Provide counseling and coaching as required. Meet with allied law enforcement agencies to coordinate investigative resources and efforts for task force operations relating to any violations of law. Debrief field operation participants to discuss the effectiveness of the operation and ways to improve future similar operations.
35%	Review and approve written reports. Ensure reports are thorough, accurate, completed on time, and meet department standards. Review external investigation reports and public and/or local law enforcement complaints to determine if a criminal and/or administrative

	investigation is warranted. Review and approve timesheets, expense requests, and other miscellaneous correspondence prepared by Agents.
10%	Conduct weekly team meetings to discuss enforcement activities, assignments, expectations, disseminate information, and resolve issues pertinent to the office. Clearly express expectations and priorities through verbal and written communication to Agents.
5%	Prepare timely employee performance evaluations to evaluate work performance and provide feedback on an individual basis. Identify and resolve employee performance concerns in a timely manner. Utilize the progressive discipline model to correct performance issues which includes verbal feedback, training, and counseling memos training to improve efficiency. Maintain knowledge of BU contract language and POBR. Provide coaching to subordinate staff to improve performance, accountability, and productivity. Document staff performance, incidents, attendance patterns, assignments, and training status.
5%	Fulfill all training requirements set forth by the Commission on Peace Officer Standards and Training (POST), Department policy and other legislative mandates. Required training includes, but is not limited to, training related to the POST Basic academy, firearms, defensive tactics, first aid/CPR, emergency vehicle operations, tactical communication, and narcotics enforcement.
	MARGINAL DUTIES
5%	Advise public, local law enforcement and other governmental agencies regarding the interpretation and application of the provisions of laws, rules, and regulations of the Alcoholic Beverage Control Act, Penal Code, and Health and Safety Code. Respond to a variety of issues (e.g., complaints, inquiries, requests, etc.) from the public or interested parties in a timely, professional, and courteous manner to maintain positive public relations and fulfill the Department's mission. Make presentations or provide specialized training to department stakeholders to explain departmental programs and procedures. Participate on multi-agency task forces. Participate in special projects and/or assignments.

Supervisory Responsibilities

This job has supervisory responsibilities.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee may be exposed to adverse weather conditions, loud noises, loud music, smoke, and intoxicated and unruly behavior and physical confrontations. Employees may work irregular shifts, nights, weekends, and holidays, and have occasional travel.

Employees are required to operate and maintain a state vehicle and possess a valid driver's license. Employees are required to operate, maintain, care for and secure Department issued safety related

equipment such as, but not limited to; Department issued firearm, related safety gear, personal protective equipment, communication devices, and other law enforcement related supplies.

If the employee is working at an alternate work location during telework, they are required to maintain a safe working condition at the approved site, abide by the Departments Telework Policy and Ergonomic Policy, and agree to maintain a distraction-free remote work environment. Further, employees are required to be available through various forms of communication during work hours.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee must have good health, be in sound physical condition, free from any physical or mental condition that would interfere with the full performance of the essential duties of a peace officer. While performing the duties of this job, the employee is regularly required to effectively use both hands, both arms, and both legs; have strength, endurance, and agility; have the ability to carry 10 to 15 pounds of issued duty gear which includes: a weapon utility belt, gun, magazine(s), handcuffs, and body armor and qualify with a Departmental issued firearm.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

The essential and marginal job duties have been discussed with the employee and a copy has been provided to the employee.

SUPERVISOR'S SIGNATURE DATE	EMPLOYEE'S SIGNATURE DATE
PRINT NAME	PRINT NAME

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Synthesizes complex or diverse information; collects and researches data; and uses intuition and experience to complement data.

Design – Generates creative solutions; and demonstrates attention to detail.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; and uses reason even when dealing with emotional topics.

Technical Skills – Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; and shares expertise with others.

Public Service – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; and meets commitments.

Interpersonal – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; and remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; and participates in meetings.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed; and recognizes accomplishments of other team members.

Written Communication – Writes clearly and informatively; varies writing style to meet needs; edits work for spelling and grammar; presents numerical data effectively; and able to read and interpret written information.

Quality Management – Looks for ways to improve and promote quality; and demonstrates accuracy and thoroughness.

Cost Consciousness – Conserves organizational resources.

Diversity – Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; and promotes a harassment-free environment.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; and upholds organizational values.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; and supports equal employment opportunities and respects diversity.

Strategic Thinking – Develops strategies to achieve organizational goals; understands organization's strengths and weaknesses; and adapts strategy to changing conditions.

Leadership – Exhibits confidence in self and others; inspires respect and trust; accepts feedback from others; provides vision and inspiration to peers and subordinates; gives appropriate recognition to others; displays passion and optimism; and mobilizes others to fulfill the vision.

Delegation – Delegates work assignments; matches the responsibility to the person, gives authority to work independently; sets expectations and monitors delegated activities; and provides recognition for results.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; and able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; and arrives at meetings and appointments on time.

Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; and completes tasks on time or notifies appropriate person with an alternate plan.

Initiative – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; and asks for and offers help when needed.

Innovation – Generates suggestions for improving work; develops innovative approaches and ideas; and presents ideas and information in a manner that gets others' attention.

Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; and makes timely decisions.

Motivation – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; and takes calculated risks to accomplish goals.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; and develops realistic action plans.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; and follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; and monitors own work to ensure quality.

Quantity – Meets productivity standards; completes work in timely manner; strives to increase productivity; and works quickly.

Safety and Security – Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Language Ability – Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write detailed reports and correspondence. Ability to speak effectively before groups of customers or employees of organizations.

Math Ability – Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability – Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Word processing software; Microsoft Outlook; Excel spreadsheet software; Internet Explorer, and database software.

Knowledge and Abilities, etc.

Knowledge of and Ability to: Interpret and apply the provisions of the Alcoholic Beverage Control Act and the rules and regulations of the Department of Alcoholic Beverage Control.

Knowledge of: Investigation techniques and procedures and ability to make difficult investigations; rules of evidence, laws of arrest, search and seizure, legal rights of citizens, and procedures before administrative hearing officers and the lower courts; communication and active listening skills; behaviors indicative of potential hostility; techniques for effective interaction with diverse communities; how to approach problems with cultural awareness and sensitivity; cultural differences and similarities; implicit and explicit biases; community engagement and strategies and the benefits of effective community engagement; reporting obligations when biased behavior or misconduct is observed; characteristics protected under the Racial and Identity Profiling Act; principles of effective training and supervision; purposes, organization and activities of the Department of Alcoholic Beverage Control; business and record-keeping practices; local law enforcement responsibilities in California and ability to work cooperatively with other enforcement agencies.

Ability to: Read and write English at a level required for successful job performance; direct the work of others and organize and conduct complex and difficult investigations; collect, evaluate, and preserve evidence; analyze situations accurately, draw logical conclusions, and prepare recommendations; think and act quickly in emergencies and work effectively in situations requiring extreme tact; be open-minded, flexible, and willing to learn and understand other cultures; have social and cultural perceptiveness; seek clarifying questions to get a better understanding of the issue(s); maintain neutrality; identify effective ways to communicate and/or provide support; work cooperatively with various cultural backgrounds and others in the community; defuse, negotiate, and resolve

conflicts; recognize and respect diversity through words and actions; effectively investigate allegations of misconduct pursuant to departmental policy; treat all people with respect and in an unbiased and unprejudiced manner; recruit qualified individuals who understand and demonstrate respect for diverse communities; exercise good judgment in appraising intangible and unprecedented factors in the application of the Alcoholic Beverage Control laws and the rules and regulations of the Department of Alcoholic Beverage Control; answer correspondence independently, prepare detailed and comprehensive reports, and speak effectively.

Certificates and Licenses: Possession of a valid driver license. Completion of Basic Supervisory Course.

Special Personal Characteristics: Willingness to work and travel throughout an assigned area and to work long and unusual hours; willingness to accept responsibility for difficult and unusual assignments; keenness of observation; emotional stability; tact; neat personal appearance; and ability to quality for a fiduciary bond.

PEACE OFFICER STANDARDS

Citizenship Requirement: Pursuant to Government Code Section 1031(a), in order to be a peace officer, a person must be legally authorized to work in the United States under federal law.

Felony Disqualification: Pursuant to Government Code Section 1029, persons convicted of a felony are disqualified from employment as peace officers..

Firearm Conviction Disqualification: Anyone who is restricted for employment-related purposes from accessing, possessing, carrying, receiving, or having under his/her control a firearm or ammunition under all applicable State or Federal laws is ineligible for appointment to any position in peace officer classifications.

Firearms Requirement: Persons convicted of a misdemeanor crime of domestic violence as defined in the amended Federal Gun Control Act of 1968 are disqualified from appointment to peace officer classifications.

Background Investigation: Pursuant to Government Code Section 1031(d), persons successful in peace officer examinations shall be required to undergo a thorough background investigation prior to appointment including voice stress analysis or a polygraph test.

Medical Requirement: Pursuant to Government Code Section 1031(f), persons appointed to peace officer classifications shall undergo a medical examination to determine that he or she can perform the essential functions of the job safely and effectively.

Psychological Requirement: Pursuant to Government Code Section 1031(f) requires psychological screening of applicants for peace officer classifications prior to appointment date.

Training Requirements: Under provisions of Penal Code Section 832, successful completion of a POST approved academy, or possession of a POST Basic Certificate or equivalent, as well as successful completion of the Department's Field Enforcement Training Program, is a requirement for permanent status in these classifications.

Drug Testing Requirement: Peace Officer applicants are required to pass a drug-screening test.