State of California
Department of
Industrial Relations

DUTY STATEMENT

☒ **CURRENT**

☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION			WORKING TITLE	
Labor Compliance Representative			Intake Investigator	
PROGRAM NAME			**UNIT NAME**	
Division of Labor Standards Enforcement			Wage Claim Adjudication	
ASSIGNED SPECIFIC LOCATION			**POSITION NUMBER**	
San Francisco			400 – 531-9483-087	
BARGAINING UNIT	**WORK WEEK GROUP**	**BILINGUAL POSITION**	**CONFLICT OF INTEREST FILER**	**BACKGROUND CHECK**
R01	2	No	Yes	No

General Statement

Under the supervision of the Deputy Labor Commissioner Supervisor (DLC Supervisor/Senior Deputy) in the Wage Claim Adjudication (WCA) unit, the Labor Compliance Representative (LCR) conducts intake investigations and less complex assignments for settlement conferences or inspections. The LCR coordinates intake workshops or clinics in order to ensure claims filed by workers are complete, performs referrals to other units, and educates the public on labor laws and applies theories in order to assess violations on the liable employers in wage claim processing. In addition, the LCR performs a wide variety of duties involving enforcement of wage and hour laws in the WCA program.

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

Percentage of Time Spent	Duties **Essential Job Functions**
35%	Analyzes information on the newly filed claims, including Online Wage Claims, and contacts and interviews workers and employers in order to obtain further clarification on issues discovered during the claim review process. Gathers and analyzes information using state and federal registration sites, court cases searches to determine liable entities and ascertain relevant entity details to build case complaints. Identifies relevant evidence to facilitate exchange of information among case parties in accordance with division policies and procedures which will serve to perfect newly filed claims. Gathers relevant facts to apply theories of liability in order to build cases, assess wages, and identify violations. Inspects and reviews records in order to ascertain violations and compute estimates of amounts due in accordance with the law and under division policies and procedures. Maintains contact with parties on questions or inquiries regarding cases assigned in order to maintain the integrity of the process and does so in a timely manner. Assists other offices or programs in the performance of similar duties, remotely or in person.
20%	Prepares and completes referrals to Deputy Labor Commissioners to handle settlement conferences or handles referrals to hearing or to other units, subject to manager approval, including performing timely referrals to the judgment enforcement unit in order to accomplish a mechanics lien. Engages parties as needed and confers with managers in order to facilitate settlements as needed prior to a conference. Assesses and collects wages and penalties in order to effect compliance under the law and pursuant to division policies and procedures. Monitors multiple payment plans and reconciles relevant payment data in the case management system in order

	to preserve accuracy of such information. Assists with the preparation of form letters, agreements, complaints, notices, and other legal forms or correspondence and issues such correspondence as required by law and under regular office procedures. Assists with the preparation and filing of legal forms with the appropriate government authorities. Responds to requests for records made by the public and pursuant to the Public Records Act and under division policies and procedures. Evaluates and logs correspondence in the case management system in order to preserve case management integrity.
20%	Schedules and conducts meetings to further investigate claims and educate parties and facilitate the resolution of claims through a negotiated settlement. Coordinates and leads intake workshops or clinics with stakeholders by creating schedules and facilitation materials in order to guide how workers must complete their claim forms, including the identification of relevant claims, and assistance with calculation of claims. Provides necessary information and education to workers and stakeholders on policies and procedures and the laws enforced by the Labor Commissioner. Coordinates and conducts outreach to employers, employees and community groups or stakeholders by developing presentation materials and presenting these to the public. Participates in continuous training to enhance law enforcement skills, legal comprehension, and calculation methods and application in order to improve investigatory expertise.
15%	Monitors and manages all communication and documents received in the LaborComm and Evidence inboxes, or remotely monitors communications and inboxes for multiple district offices when there is an operational need. Drafts and sends timely responses via email and/or letter to, or communicates by phone call with, parties on all case-related requests and/or inquiries that are received via LaborComm. These requests can include, but are not limited to, case status updates; change of address and/or telephone number from parties; requests for continuances; and submission of new wage claims. Reviews, organizes, and uploads case-related supporting documentation received via the office's Evidence email inbox. Forwards supporting documents to relevant parties and staff in accordance with division policy and procedure. Routes all messages to appropriate recipients.
Percentage of Time Spent	**Marginal Job Functions**
5%	Performs Public Information Duty (PID) for the division's public counter by telephone, direct contact, or electronic mail by providing information about regulations, policies, procedures, and programs within the division. Evaluates information about workplace conditions and provides information about potential violations and available laws to address these violations as well as all claim-filing alternatives. Conducts research on the internet and databases to identify employer information. Directs the public to available resources online or otherwise provides informational materials to workers and employers. Responds to inquiries by the public regarding case status by communicating appropriate information available in the case management system database or by communicating with respective team members to obtain status. Participates in claim filing clinics, including assisting the public with completing various claim forms and providing information about local advocates that provide free

	legal services. Enters all claims received into the case management system database.
5%	Performs other job-related duties, including taking messages, scheduling appointments, transferring calls, and greeting visitors.

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 supervision of the Deputy Labor Commissioner Supervisor (DLC Supervisor/Senior Deputy).

Supervision Exercised

None.

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

Work Environment

The incumbent will work in a high-volume, fast-paced office that handles wage claims and consistently interfaces with the public and may travel to assist other offices with conducting conferences. The incumbent typically works in an office environment and uses a computer, telephone, and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. The incumbent may encounter frequent interruptions throughout the workday.

Special Requirements/Other Information

None.

Physical Abilities

This position requires the ability to work at a computer for extended periods of time and to safely move, transport, and/or manipulate office supplies and equipment weighing up to 25 pounds.

Additional Requirements/Expectations

None.

Personal Contacts

The incumbent will need to interact with groups of individuals from various socioeconomic and cultural backgrounds in an impartial, tactful, patient, and professional manner. These groups include, but are not limited to, the following: low-wage workers, employers and their representatives, the general public, other governmental agencies and partners, and staff members from other units within the division and the department. The incumbent will routinely engage with the public in person and over the phone to provide information and assistance in filing wage and garment claims, provide information about other Labor Commissioner's Office programs, and will hold in person conferences.

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

JG	10/08/2026
C&S Analyst Initials	Approval Date