State of California
Department of
Industrial Relations

DUTY STATEMENT

☐ **CURRENT**

☒ **PROPOSED**

CIVIL SERVICE CLASSIFICATION	WORKING TITLE
Labor Compliance Representative (LCR)	Public Information Investigator

PROGRAM NAME	UNIT NAME
Division of Labor Standards Enforcement	Public Information Unit (PIU)

ASSIGNED SPECIFIC LOCATION	POSITION NUMBER
San Francisco	**400-** 248-9483-xxx

BARGAINING UNIT	WORK WEEK GROUP	BILINGUAL POSITION	CONFLICT OF INTEREST FILER	BACKGROUND CHECK
R01	2	Yes	Yes	No

General Statement

Under the supervision of a Deputy Labor Commissioner Supervisor (Senior Deputy) or designee, the incumbent conducts intake consultation assessments with members of the public for various programs within the Labor Commissioner's Office (LCO). The incumbent plays a critical role in the initial stages of public engagement by supporting a smooth intake process for individuals seeking guidance and assistance with submitting claims, complaints, applications, and/or reports. Responsibilities include developing and preparing documented referrals to other units, attending field events to educate the public on labor laws, and applying analytical methods to assess potential violations involving liable employers in various claim and report-processing activities.

The incumbent participates in field events, collaborates on translated Spanish outreach materials, and applies analytical methods to assess potential violations involving liable employees. The incumbent also provides information to a broad audience, including underserved and vulnerable workers, workers and employer community-based organizations, and other key stakeholders throughout California.

The incumbent works closely with program subject matter experts to align public outreach initiatives, educational events, and intake activities with the Division's vision, goals, and objectives. Duties include, but are not limited to, the following:

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

Percentage of Time Spent	Duties **Essential Job Functions**
40%	Serves as the subject matter expert in various LCO Program areas to interview and provide dedicated consultation services to the public on the phone or in person at a local district office and field events, regarding newly filed claims, applications, and/or reports of labor law violations. Analyzes and reviews supporting documentation and information provided by the complainant to ensure it contains all necessary information for Programs to further process and confirms the submission date falls within the applicable statute of limitations for the Program area affected within the LCO. Independently summarizes, details, and documents all inquiries, phone conversations, and consultations with the public accurately for record keeping and inclusion in the file for the assigned DLC I to

	refer to for background. Gathers and analyzes information using state and federal registration sites, court searches or other available search tools to identify correct entities and/or necessary information to complete intake during initial filing stages of the claim, complaint, application, or report. Evaluates, analyzes, and inspects information about workplace conditions to identify non-compliance on the employer's part and provides information about potential violations and available laws to address these violations, as well as all claim-filing alternatives. Educates and directs the public to available resource materials online or otherwise provides informational materials to workers and employers surrounding their claim, complaint, application, or report against the employer, and California Labor Laws. Responds to additional inquiries from the public about regulations, policies, procedures, and programs within LCO and/or provide information to affected parties. Under supervision, educates the public in outreach seminars, workshops, clinics, and trainings as a presenter on LCO education and enforcement processes in person and via webinar, using English or oral Spanish bilingual skills. Uses and navigates the case management system to provide updates or status of the case by evaluating and analyzing available data summary of cases and outreach events. Obtains pertinent information from the public and/or affected parties to determine prospective needs and update the case management system.
20%	Prepares and completes referrals and recommendations to the relevant Program area to further process the claim, complaint, report or application filed. Engages and queries parties to resolve claims during the initial claim filing stage and prior to referring the claim to the enforcement program for further processing and handling. Escalates complex filings to relevant program leadership for resolution. Assists with the preparation of various LCO correspondence such as letters, agreements, complaints, notices, and other legal forms and issues such correspondence as required by law, statute, and in compliance with established office policies and procedures. Assists with the preparation and filing of legal forms with the appropriate government authorities as required by statute. Evaluates and records correspondence or other relevant information in the case management system to preserve the integrity of the file or referral.
20%	Coordinates and leads intake workshops or clinics with stakeholders by creating schedules, developing project proposals, intake outlines, or other such materials to guide how workers must accurately and thoroughly complete their claim forms and produce required documentation, including identifying all claims, potential liable parties, and assistance with calculating liabilities. Provides necessary information and education to workers and stakeholders on policies and procedures and the laws enforced by the Labor Commissioner. Participates in outreach seminars, workshops, clinics, and webinars targeting workers, employers, and stakeholder groups by delivering presentations and distributing instructional handouts. Uses established guidelines to explain State labor laws and Industrial Welfare Commission orders, and provides technical

	assistance by answering public questions regarding claims, report filing, and compliance steps Participates in continuous training to enhance employment law enforcement skills, legal comprehension, and calculation methods and application to improve investigatory expertise.
15%	Utilizes oral Spanish Language proficiencies to perform 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 public inquiries about case status by communicating appropriate information available in the case management system database or by contacting the appropriate 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 from the case management system database. Performs other job-related duties, including taking messages, scheduling appointments, transferring calls, and greeting visitors. Monitors and evaluates communication and documents received in the PID inbox or mail received via regular mail. Coordinates and collaborates with respective programs to facilitate the exchange of documents or relevant information via email and/or letter to resolve case-related requests and/or inquiries or communications by phone to obtain necessary information. These requests can include, but are not limited to, dispersing wage payments in compliance with established laws, procedures and protocols, case status updates; change of contact information from parties; requests for continuance; and submission of reports alleging to new violations. Routes all messages to appropriate recipients and follows up with the related programs to ensure receipt.
Percentage of Time Spent	**Marginal Job Functions**
5%	Performs other job-related duties, including taking messages, schedules appointments, transfers calls, greets visitors, and proctors' examinations for the public seeking a license or certification.

Conduct, Attendance, and Performance Expectations

Work duties are expected to be performed productively & 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 workweek 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 supervision of a Deputy Labor Commissioner Supervisor.

Supervision Exercised

None

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

Work Environment

High-volume, fast-paced office that handles wage claims and consistently interfaces with the public. May travel to assist other offices with conducting conferences and conducting outreach events. 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. Incumbent may encounter frequent interruptions throughout the workday.

Special Requirements/Other Information

Utilize Spanish language proficiencies to communicate with monolingual parties, witnesses, stakeholders when Spanish is the primary language. If you are using education to meet one of the patterns of the minimum qualifications, please submit a copy of your degree or transcripts with your application package. Travel required throughout California. Irregular work schedule at times.

Physical Abilities

This position may require the incumbent to remain in a stationary position, occupy and move to different workstations throughout the work floor/office, communicate with the public, inspect documents; The incumbent must constantly operate a computer and other office productivity machinery, such as a calculator, and copy machine. The incumbent must constantly position self to navigate workspace, including storage cabinets, under the desks, and move or manage up to 20 pounds.

Additional Requirements/Expectations

Ideal candidates will possess a sympathetic understanding of labor problems; sound judgment; reliability; impartiality; tact; firmness; patience; neat personal appearance. The incumbent must possess good decision-making skills, initiative, and resourcefulness to complete tasks.

The incumbent must:
• successfully pass the Bilingual Assessment
• maintain acceptable attendance and report to work on time
• work under changing priorities and deadlines
• be available and willing to work irregular hours
• work in both a team environment and independently
Confidentiality and discretion are required due to the nature of the documents and information being handled.

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 public, other governmental agencies and partners, and staff members from other units within the Division. Routinely engages with the public in person and over the phone to provide information and assistance in filing wage and garment claims and information about other Labor Commissioner Office programs as well as holding 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 Diversity and Inclusion Office.

Employee Name	Employee Signature	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	Date

HUMAN RESOURCES OFFICE APPROVAL

CD	10/12/26
C&P Analyst Initials	Approval Date