State of California
Department of
Industrial Relations

DUTY STATEMENT

☒ **CURRENT**

☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION	WORKING TITLE
Assistant Chief, Division of Labor Standards Enforcement (DLSE)	Assistant Chief

PROGRAM NAME	UNIT NAME
Division of Labor Standards Enforcement	Public Information Unit

ASSIGNED SPECIFIC LOCATION	POSITION NUMBER
Statewide	400 – 000-9538-**xxx**

BARGAINING UNIT	WORK WEEK GROUP	BILINGUAL POSITION	CONFLICT OF INTEREST FILER	BACKGROUND CHECK
M01	E	No	Yes	No

General Statement

Under the general direction of the Labor Commissioner and Deputy Chief, the Assistant Chief administers, plans, directs and executes the statewide activities of a Program and any applicable subprograms in alignment with the trauma-informed approach. The incumbent will lead and direct the development, implementation, and evaluation of outreach and public information programs to address community needs and access to the Labor Commissioner's Office (LCO). The incumbent is responsible for assisting the Labor Commissioner and Deputy Chief in evaluating industry trends and demographic workforce shifts and the impact this has on public access to LCO resources, operational flows and general access to enforcement resources. The Assistant Chief will represent the Division at meetings with executive level representatives of industry stakeholders, community leaders and enforcement partners. The Assistant Chief develops, implements and oversees strategic plans for review by the Labor Commissioner and Deputy Chief, to increase compliance, worker education, operational efficiencies and cross program collaborations. The strategic plan will incorporate an internal skill strengthening and team building plan that facilitates collaborative enforcement efforts and contributes to building a productive work environment that promotes LCO vision, mission and organizational wellbeing. The Assistant Chief will develop and administer policies and procedures as directed to by the Labor Commissioner and Deputy Chief. The Assistant Chief will develop reports, monitor activity and engage with the legislature pursuant to legislative mandates and inquiries.

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

Percentage of Time Spent	Duties **Essential Job Functions**
30%	Supervises, directs and manages the program statewide to ensure effectiveness in maintaining a robust field outreach program, strategic front counter and lobby program and telephonic public information service. Formulates, evaluates, implements, and communicates the program's policies and procedures in order to master intake processes across all of LCO jurisdictions as well as executes early engagement efforts in collaboration with program executives and sets the vision and strategic direction for the team to ensure the program consistently meets goals and objectives in support of the Division's vision and mission. Designs and implements an assessment program obtaining input from internal and external leaders and team members about program operations and makes critical adjustments as needed.

	Initiates and develops collaborative work structures with other LCO programs to leverage public information efforts to maximize enforcement outcomes. Monitors safety and security of public counters and field activities and directs the development of relevant safety and security measures consistent with departmental expectations. Oversees and/or directs the deployment of personnel and equipment for outreach activities.
25%	Establishes and communicates performance standards and expectations within the program. Collaborates with LCO Headquarters unit to design and administer performance evaluations and obtain constructive feedback of operations. Develops and implements a skill strengthening program for managers, supervisors and team members, including an evaluation of the effectiveness of the training program. Collects data on program participation, demographics, and outcomes. Takes a lead role in facilitating the design, implementation, and monitoring of the program's workforce plan to develop the workflow of management and leads by initiating the discussions to lay out parameters, obtain input, and ensure consistent communications with leaders as well as recruitment and retention efforts. Coordinate with Headquarters unit and design program specific on-boarding new team members; hands on guidance and coaching for managers and supervisors. Develops recommendations for the Labor Commissioner and Deputy Chief consideration in relation to the needs of the program in relation to succession planning, increase of resources through Budget Change Proposals. Prepares reports to the Labor Commissioner regarding activities, progress, needs, challenges, and strategies to address issues and strengthen operations overall.
15%	Evaluates proposed legislation to determine budgetary and operational impact on the program's activities and operational implementation of new legislation or initiatives directed by the Governor's Office, LWDA, or DIR. Proactively monitors activity of legislative priorities and statutory mandates developing strategies to address deficiencies and improve outcomes, prepares testimony, reports and communicates with the Legislature as needed. Responds inquiries from the department; agency; Governors office; and the public.
15%	Ensures productive relationships with stakeholders and supports collaborations to resolve disputes and strengthen operations, design action plans independently and with stakeholders to address concerns by conducting regular evaluations and meetings to advance program achieving vision, mission and goals, reports results to the Labor Commissioner. Ensures a robust marketing and communications strategy of outreach efforts through media, social media, and other channels.
10%	Develops strategies to address the most sensitive and highly visible issues in the program including language access issues, non-compliance with specific statutes, new industry trends by collecting input from key leaders to develop, implement and execute initiatives from the Labor Commissioner.
Percentage of Time Spent	**Marginal Job Functions**

5%	Performs other job-related duties as assigned, including, responding to inquiries from team members on various procedural changes by conducting fact gathering, soliciting input, writing reports, and meets with respective stakeholders and departments.

Conduct, Attendance, and Performance Expectations

This position requires a highest degree of professionalism, collaboration, innovation, organization and productivity. This executive leader will execute duties in a trauma informed approach.

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. Communication shall be in a manner that encourages open dialog to achieve mutual understanding, problem solve, build trust and accomplish mission driven work.

Team building within the specific program and throughout the organization is a critical role of leadership. Managing the workflow and addressing challenges as timely as possible is important to supporting morale and efficient systems.

Trust is crucial to building a working relationship and team environment throughout the organization. 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.

This position requires significant travel, including travel to the field and/or to any outreach location and meetings with executive leadership as needed.

Supervision Received

Under the Administrative direction of the Labor Commissioner and Deputy Chief.

Supervision Exercised

Supervises program Deputy Labor Commissioner IVs directly and provides managerial oversight to Division programs.

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

Work Environment

Field work is required within the State when visiting field offices, and attending or conducting trainings. Travel may be via land or air and may require overnight stay. The incumbent will be using a state vehicle, laptop computer, printer, cellular phone, and other equipment necessary to stay in touch with field offices and their staff. The assigned state vehicle will be parked at a departmental-designated

location.

Special Requirements/Other Information

Travel irregular work hours required.

Physical Abilities

Must be able to remain stationary for long periods of time. Must be able to travel to different field offices in a safe and legal manner. Able to move, position, or otherwise manipulate office material and equipment weighing up to 25 pounds.

Additional Requirements/Expectations

The Assistant Chief will be expected to demonstrate a commitment to the Mission and the Vision of the Labor Commissioner's Office. This position is part of the executive leadership team of the Labor Commissioner and is expected to demonstrate a commitment to the Mission and her Vision of the LCO, excellent communication skills, problem-solving skills, an empathetic approach to stakeholders, and a strategic vision for the work of the Program.

The incumbent must have a sympathetic understanding of labor problems; sound judgment; reliability; impartiality; tact; firmness; patience; neat personal appearance; and a willingness to travel and be able to work irregular hours. The incumbent must possess good decision making skills, strong leadership ability, initiative, and resourcefulness to complete tasks. Confidentiality and discretion are required due to the nature of the documents and information being handled.

Personal Contacts

This position requires exceptional skill in engaging with the public and in coordinating the activity of other Labor Commissioner's Office across programs in collaborative enforcement efforts in addition to providing public information in outreach activities to educate stakeholders.

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

L.R	10.20.26
C&S Analyst Initials	Approval Date