

## DUTY STATEMENT



☒ **PROPOSED**

☐ **CURRENT**

|                                                                |                             |                                 |                                                  |                               |
|----------------------------------------------------------------|-----------------------------|---------------------------------|--------------------------------------------------|-------------------------------|
| <b>CIVIL SERVICE CLASSIFICATION</b><br>Analyst I               |                             |                                 | <b>WORKING TITLE</b><br>Labor Compliance Analyst |                               |
| <b>PROGRAM NAME</b><br>Division of Labor Standards Enforcement |                             |                                 | <b>UNIT NAME</b><br>Wage Claim Adjudication      |                               |
| <b>ASSIGNED SPECIFIC LOCATION</b><br>Salinas                   |                             |                                 | <b>POSITION NUMBER</b><br>400 – 535-5157-xxx     |                               |
| <b>BARGAINING UNIT</b><br>R01                                  | <b>WORK WEEK GROUP</b><br>2 | <b>BILINGUAL POSITION</b><br>No | <b>CONFLICT OF INTEREST FILER</b><br>Yes         | <b>BACKGROUND CHECK</b><br>No |

### General Statement

Under the supervision of the Deputy Labor Commissioner Supervisor (Senior Deputy) in the Labor Commissioner's Office (LCO) Wage Claim Adjudication (WCA) unit, the Labor Compliance Analyst (LCA) will analyze data, generate reports, and conduct compliance reviews by performing a broad range of analytical and specialized evaluative tasks related to the effective administration of the WCA unit including its labor compliance, investigation, and enforcement of the Industrial Welfare Commission (IWC) orders and laws covering workers' compensation insurance coverage, wage and hours laws, and other related enforcement responsibilities.

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

| <b>Percentage of Time Spent</b> | <b>Duties<br/>Essential Job Functions</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 35%                             | Performs detailed analysis of employers' employment data and records for their administrative compliance with California labor laws and other lawful regulations, including conducting the less complex audits to calculate amounts of unpaid wages and/or penalties owed to workers and/or civil penalties owed to the state for failure to achieve compliance with Wage Claim Adjudication (WCA) enforcement activities. Identifies inconsistencies that prevent the reconciliation of data to ensure compliance standards. Determines the reliability of the information by researching, analyzing, and interpreting labor law enforcement requirements and regulations to identify if violations exist. Communicates and collaborates with Deputy Labor Commissioner Supervisor (Senior Deputy) and/or Deputy Labor Commissioner II (DLC II/Hearing Officer) to gather, tabulate, and compile relevant data and other information and materials from employers and employees including time records, payroll records, financial information, and witness statements to be used division labor compliance evaluations and audits. |
| 30%                             | Compiles, prepares, and tabulates detailed reports of data from the Labor Commissioner's Office (LCO) case management systems and other data resources regarding field enforcement activities, industry trends, and/or reports of violations, and provides recommendations on various projects, program initiatives, and/or proposed legislations impacting the program to management as required. Reviews case information and updates case management activities in the LCO case management systems. Identifies errors in the case management systems utilizing the case management database and other data management programs and submits                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

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|                                 | corrections or recommendations for suggested changes to management. Prepares and presents analysis of the evaluation results and methodologies of audits during administrative proceedings and/or other processes where an explanation of prepared evaluations and methodologies of audits is necessary.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 15%                             | Responds to inquiries regarding LCO enforcement responsibilities from the public and stakeholders in person, virtually, verbally, and/or in writing, utilizing the LCO's case management systems, reports generated from the systems, and general knowledge of LCO policies and procedures, statutes, and regulations. Tracks and maintains log of inquiries received from the public and stakeholders.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 10%                             | Develops outreach and educational materials in coordination and/or collaboration with management, LCO staff, and/or other stakeholders. Presents developed outreach and educational materials, in person and/or virtually to internal and external stakeholders, by conducting trainings, outreach events, workshops, or other identified opportunities, to help promote labor compliance within the state.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Percentage of Time Spent</b> | <b><u>Marginal Job Functions</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 5%                              | Processes incoming and outgoing mail, ensures daily incoming mail is sorted, and prioritizes the delivery of incoming and outgoing mail to appropriate staff or units within the organization based on Labor Code requirements and department procedures. Files all incoming correspondence and other documents in appropriate location and sorts, copies, scans, organizes, and prepares records for all staff. Develops and maintains a case file archive system according to the division's Records Retention Schedule and other protocols. Locates records upon request.                                                                                                                                                                                                                                                                                                                                                  |
| 5%                              | Performs Public Information Duty (PID) for the division's public counter by telephone, direct contact or electronic mail by providing general information about regulations, policies, procedures, and programs within the division. 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 or by communicating with respective team member to obtain status. Assists the public with completing various claim forms and provides information about local advocates that provide free legal services. Assists with entering claims received into the case management database. 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

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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 (Senior Deputy).

### 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. The incumbent may be required to travel to assist other offices with conducting conferences. The incumbent typically works in an air-conditioned office building with natural and artificial lighting as well temperature control. In addition, the incumbent works in a cubicle in close proximity to others 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 work day.

#### Special Requirements/Other Information

None.

#### Physical Abilities

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

#### Additional Requirements/Expectations

None.

#### Personal Contacts

The incumbent will 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, over the phone, and electronically, in order to provide information and assistance in filing wage and garment claims and information about other Labor Commissioner's Office programs.

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### 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

LR  
C&S Analyst Initials

10.21.26  
Approval Date