Department of Consumer Affairs
Position Duty Statement
HR-41 (Revised 7/2015)

Classification Title	**Board/Bureau/Division**
Supervising Special Investigator II (Non-Peace Officer)	Bureau for Private Postsecondary Education
Working Title	**Office/Unit/Section/Geographic Location**
Investigations Chief	Enforcement Unit/ Investigations & Complaints/ Sacramento
Position Number	**Name and Effective Date**
644-150-8545-001	

General Statement: Under the direction of the Deputy Bureau Chief (CEA), the Supervising Special Investigator II (SSI II) serves as the Chief Investigator and will oversee statewide enforcement investigations for approved and non-approved institutions in California. The SSI II interprets and explains the provisions of the California Private Postsecondary Education Act of 2009, and the regulations of the Bureau for Private Postsecondary Education (Bureau); performs the more difficult and complex investigations; and assists the Deputy Bureau Chief in program planning, policy development and implementation and administrative duties including coordination with other state agencies regarding regulation enforcement. The duties include, but are not limited to:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]:

60% (E) Program Management – Enforcement Unit
Oversees the complaint intake functions and establishes a timeline for providing responses and ensures highly sensitive and complex cases are properly conducted. Ensure staff review complaints in a timely manner and provide statistics of complaints to the Bureau's executive management team. Responds to the most sensitive complaints and inquiries from the public. 30%

Oversee the most difficult and confidential field investigations. Coordinates, organizes, and assigns statewide complaint investigations of approved and unapproved institutions. Assign follow-up investigations when appropriate. Accompanying Supervising Special Investigator I and Special Investigators on potentially hazardous inspections and investigations. Provides reports to the Deputy Bureau Chief for review, feedback, and approval. Reviews detailed reports regarding investigations. Makes recommendations to the Deputy Bureau Chief regarding disciplinary actions and citations. Ensure management are properly trained in investigation best practices and Bureau standards for interview techniques. Interprets and explains provisions of laws and regulations to interested parties and apply them to specific situations to determine regulatory compliance. Provides solutions to regulatory and investigative problems in relation to the inspection and enforcement staff. 30%

20% (E) Program Liaison and Administrative Requirements
Prepares and reviews communication actions including those involving the Division of Investigation, the Office of the Attorney General, the Office of Administrative Hearings and other state agencies, legal counsels, consumers, and various professional

organizations. Creates collaborative relationships with other Units and Sections in the Bureau and the Department's support programs.
Prepares and reviews communications to the industry, other agencies, and the public for approval and signature at the appropriate level in the Department to keep industry apprised of program changes.

Prepares reports, confidential personnel correspondence, bill analyses, and policy issue documents for review by the Deputy Bureau Chief.

Develop policies and procedures, which adhere to laws and regulations, for inspections and enforcement activities. Oversee and direct the preparation of statistical reports, and enforcement status reports. Effectively presents recommendations to management.

10% (E) Staff Management and Development
Recruits, interviews, hires, and provides orientation for new employees in adherence to BPPE policy. Creates duty statements when required. Directs, trains, and supervises the Supervising Special Investigator I and Supervisor I and oversee the Special Investigators, analytical staff, and support staff in the performance of their duties to ensure uniform performance standards.

Evaluates employee performance, prepares probationary reports and performance appraisals and takes appropriate action when necessary. Keeps the assigned Compliance and Enforcement region staff apprised of new policies, laws, and regulations to ensure that investigative activities are in compliance.

Promotes and maintains a discrimination free work environment. Ensures compliance with State and Federal Equal Employment Opportunity policies, procedures and guidelines, the Family Medical Leave Act, and other state and federal human resources policies.

5% (E) Strategic Planning and Policy Development, Implementation, and Review
Oversee the formulation and implantation of policies and procedures related to the Enforcement Unit. Ensures the Bureau's compliance with mandated regulatory and statutory requirements.

Meets regularly with the Bureau's executive management team. Provides updates regarding investigations, complaint caseload status and enforcement actions and provides recommendation corrective actions. Collaborate with executive management on process and improvement and policy updates. Inform management of sensitive or critical investigations and recommend action plans.

5% (M) Bureau Outreach and Special Projects
Represents the Bureau interests at various departmental venues, outreach events, committee meetings, etc. Research prepares and presents written or verbal reports to Bureau management or stake-holder's agencies, consumer or other interested parties pertaining to Bureau enforcement-related operations.

B. Supervision Received
The SSI II reports directly to and receives assignments from the Deputy Bureau Chief. Assignments may also be assigned by the Bureau Chief.

C. Supervision Exercised

This SSI II is responsible for oversight of the Investigation Unit; provides general direction to a team of Supervisor I and Supervising Special Investigator I personnel and through subordinate supervisors, provides oversight to Special Investigators, Analyst I's and II's, and Office Technicians (Typing).

D. Administrative Responsibility

This SSI II is responsible for oversight of the Investigation Unit; manages the Unit's ability to stay abreast of state, departmental and program changes. The incumbent has broad oversight responsibility over statewide enforcement functions within the Bureau. The incumbent is responsible for effective resolution of a broad range of governmental, supervisory and managerial issues.

E. Personal Contacts

The SSI II will have daily contact with all levels of Bureau staff, applicants, and affiliates of private postsecondary institutions. The SSI II will have contact with departmental program staff, other governmental agencies, law enforcement agencies, legislative representatives, consumers, or other individuals interested in program operations.

F. Actions and Consequences

Failure to perform timely reviews, make thorough and accurate assessments and judgments or effectively administer the laws and regulations that govern private postsecondary educational institutions may result in harm to the general public, unapproved/inefficient operations of private postsecondary educational institutions, or unjustified determinations against private postsecondary educational institutions. Failure to exercise good judgment in responding to requests for public information, or in the handling of sensitive issues may result in incorrect information being released, which could jeopardize the confidence and integrity of the Bureau or the Department of Consumer Affairs.

G. Functional Requirements

Daily access to and use of a computer and telephone is essential. Use of a computer mouse and minimal intermittent keyboarding (computer and phone keypad) is required. Sitting and standing requirements are consistent with work in an office setting. Occasional lifting from 10-15 pounds may be required.

H. Other Information

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public with equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

Due to the confidential and sensitive nature of the assignments, the SSI II must consistently exercise a high degree of initiative, independence, sound judgment and creativity in performing assigned tasks. The SSI II must be self-motivated, conscientious and dependable. Professional courtesy and the ability to act independently must be demonstrated at all times. The SSI II routinely works with sensitive and confidential issues and/or documents and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals, institutions, or to sensitive program matters at all times.

Conflict of Interest (COI)
This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The SSI II is required to submit a Statement of Economic Interests, (Form 700) within 30 days of assuming the office, annually by April 1st, and within 30 days of leaving office.

Adherence to a consistent work schedule is critical to the successful performance of the position due to the heavy workload and time-sensitive nature of the work.

The SSI II is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office. Additionally, the SSI II is required to travel throughout an assigned geographical area by various methods of transportation.

The following leadership competencies are important for successful job performance:

Change Leadership	Decision Making	Thoroughness
Workforce Management	Conflict Management	Developing Others
Planning and Organizing	Team Leadership	Communication
Customer Focus	Ethics and Integrity	Interpersonal Skills
Personal Credibility	Foster Diversity	

The following skills are important for successful job performance:

Writing skills	Effective communication skills	Organizational skills
Analytical skills	Interpersonal skills	Planning skills
Speaking skills	Prioritization skills	Computer skills

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety Analyst.)

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Employee Signature Date

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Employee's Printed Name, Classification

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

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Supervisor Signature Date

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Printed Name, Classification

Revised 10/2026