State of California
Department of
Industrial Relations

DUTY STATEMENT

☐ **CURRENT**

☒ **PROPOSED**

CIVIL SERVICE CLASSIFICATION	WORKING TITLE
Deputy Labor Commissioner III	Public Information Supervisor

PROGRAM NAME	UNIT NAME
Division of Labor Standards Enforcement	Public Information

ASSIGNED SPECIFIC LOCATION	POSITION NUMBER
San Jose	**400-** 249- 9504-xxx

BARGAINING UNIT	WORK WEEK GROUP	BILINGUAL POSITION	CONFLICT OF INTEREST FILER	BACKGROUND CHECK
S02	E	No	Yes	No

General Statement

Under the general direction of the Deputy Chief or their designee, the Public Information Supervisor is responsible for directing, supervising, planning, organizing, and reviewing the work of team members who provide intake consultation assessments for all programs within the Labor Commissioner's Office (LCO), as well as providing ongoing training and education to ensure compliance with applicable laws, rules, regulations, and departmental policies and procedures. In addition, the Public Information Supervisor collaborates with all programs and stakeholders to promote education and access for the public and bring forth labor law enforcement awareness. The incumbent also oversees a variety of special projects designed to improve efficiency, effectiveness, and customer satisfaction with LCO's claims and/or complaint processes. Duties include, but are not limited to the following:

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

Percentage of Time Spent	Duties **Essential Job Functions**
40%	Serves as a subject matter expert in all Program areas to ensure appropriate enforcement of labor laws by supervising and providing oversight, direction, and technical guidance to staff performing consultation services to the public at a local district office related to newly or existing complaints, applications and/or reports of labor law violations. Oversees and monitors workload of staff to assess assignments to prioritize based on urgency and importance and when needed, prepares statistical reports using a cloud-based call center, web-based case management system and an Excel tracking system for in-person contacts to assist with workload management activities. Ensures staff adhere to all applicable laws, rules, and regulations during intake consultations and when claims are submitted for processing. Provides guidance in interpreting and applying divisional administrative policies and laws, rules, and regulations. Upholds LCO enforcement laws when reviewing documentation submitted with claims against an employer. Reviews and approves referrals, recommendations, and work product submitted by staff before forwarding to respective Program ensuring accuracy and completion. Resolves complex filings escalated by staff. Reviews and confirms LCO correspondence and legal forms prepared by staff comply with established policies and procedures.

20%	Supervises and oversees referrals and educational programs to carry out priorities and goals set by the Labor Commissioner. Coordinates and partners with respective program Senior Deputies to ensure proper handling of cashiering functions in accordance with the relevant division protocols and procedures. Directs and/or executes intake duties and educational programs as needed to alleviate the operational workflows of the local district office and statewide operations. Reviews and approves material prepared by Public Information Investigators. Determines and assesses the day-to-day operations for consideration of organizational change (e.g. additional positions) by monitoring various indicators based on workload and/or other relevant measures to prepare and submit recommendations to management for further review and consideration.
20%	Supervises, trains, and evaluates staff in all aspects of performance of their duties, including, but not limited to, ongoing administrative responsibilities such as performance appraisals, probationary reports, training, development of staff and in executing duties in a Trauma Informed approach. Ensures proper on-boarding of all new hires as well as off-boarding and coordinates with relevant units Attendance Reporting Officer to complete all on-boarding/off-boarding requirements. Utilizes effective communication strategies and performance management techniques in providing staff feedback; counsels staff as needed. Works closely with management team, headquarters, and other programs to identify space and equipment needs. Effectively and proactively communicates and works closely with upper management, criminal investigation unit and departmental units such as human resources to identify, evaluate and resolve workplace safety issues following relevant protocols. Determines additional training needs for the team and works closely with program leaders and the legal unit to provide adequate training. Participates in providing ongoing training and support to team members. Participates in continuous training to enhance training skills, enforcement and legal comprehension and application to improve investigatory and training expertise. Assists other offices or programs in the performance of similar duties, remotely or in person.
15%	Interacts with the public verbally or in writing to address questions or high-level concerns regarding intake process or interaction with an LCO team member. Serves as liaison to the public; establishes and preserves good relationships with the public, including participates in and/or coordinates clinics, workshops and other meetings to address the public needs relevant to the work of the Labor Commissioner's Office. Makes presentations before a variety of public groups to promote compliance and to enhance public understanding of laws and processes within LCO's jurisdiction. Performs special assignments as directed by the Labor Commissioner, Deputy Chief or their designee, such as supporting a collaboration with a stakeholder, coordinating and conducting a meeting/training.

Percentage of Time Spent	Marginal Job Functions
5%	Performs other job-related duties as assigned, including responding to, reviewing and coordinating responses to requests for records made by the public and pursuant to the Public Records Act and under Division policies and procedures. Oversees Public Information Duty (PID) for an established shift, provides updates to assigned team members, monitors performance measures for the telephonic program, monitors and responds to escalated situations for telephonic and/or in-person PID operations. Coordinates with other program leaders and the Headquarters administration team to manage PID programs and ensures the team has necessary tools to perform job competently and safely. Implements and enforces LCO policies and wellness program. Provides constructive feedback to team members and PID lead team regarding execution of public information duty. Proactively facilitates coverage of PID shifts by coordinating with respective program Seniors. Conducts PID shift as needed if team members are unavailable.

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 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 general direction of the Deputy Chief or designee

Supervision Exercised

Supervises staff in a district office comprised of Labor Compliance Representatives and other support staff.

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

Work Environment

The incumbent will work in a high-rise office building in an office setting with artificial lighting. Travel to other offices and community locations is required to meet operational business needs. This is a high-volume fast-paced position which manages staff and constantly interfaces with the public.

Special Requirements/Other Information

All DIR employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they encounter during work hours, during work-related activities, and anytime they represent the Department. Additionally, all DIR employees are responsible for promoting a safe and secure work environment, free from discrimination, harassment, inappropriate conduct, or retaliation.

Physical Abilities

This position requires the incumbent to remain in a stationary position for long periods of time. 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

The Public Information Supervisor will be expected to demonstrate a commitment to the Mission and Vision of the Division and execute duties in a Trauma Informed approach.

Personal Contacts

Makes presentations before a variety of public groups to promote compliance and to enhance public understanding of labor law enforcement activities. The incumbent will have direct and frequent interaction with all levels of LCO management and staff and may interact with representatives from other state agencies.

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

C&P Analyst Initials	Approval Date
CD	10/20/26