State of California Department of Alcoholic Beverage Control

DUTY STATEMENT

Job Classification: AGENT, Alcoholic Beverage Control
Position Number: 024-xxx-1013-xxx
Scheme and Class Codes: V167, 1013
Reports To: Supervising Agent, Alcoholic Beverage Control
FLSA Status: Non-Exempt
Divisions: Northern/Southern
Location: Various (Statewide)
Prepared By/Date: Human Resources, November 2026

DEPARTMENT STATEMENT

ABC values diversity at all levels of the organization and is committed to fostering an environment in which employees from a variety of backgrounds, cultures, and personal experiences are welcomed and can thrive. ABC believes the diversity of our employees and their unique ideas inspire innovative solutions to further our mission. Join ABC and help us provide the highest level of service and public safety to the people of the State through licensing, education, and enforcement.

SUMMARY

Under general supervision of a Supervising Agent, incumbent independently conducts investigations regarding criminal and administrative violations committed on or about ABC licensed premises by licensees, their employees, and/or members of the general public, which requires knowledge and application of investigative techniques and procedures. Agents are required to work irregular shifts, nights, weekends, and holidays, and have occasional travel. Occasional overtime may be required.

%	ESSENTIAL DUTIES AND RESPONSIBILITIES
65%	Perform a full range of peace officer duties and responsibilities in an ethical, professional, and transparent manner. Provide proactive law enforcement functions and investigate complaints of ABC violations from the public, local community organizations and law enforcement agencies. Conduct investigations regarding any criminal and administrative violations committed on or about ABC licensed locations by licensees, their employees, and/or members of the general public. Conduct investigations in an undercover, plain clothes or high-profile capacity. Make physical arrests for criminal offenses. Develop operation plans and safely execute them. Write criminal citations. Locate and interview victims, witnesses, and suspects. Seize, collect, and process physical evidence. Examine a variety of records, investigative reports, and other evidentiary and investigative documents. Prepare clear, concise, and accurate documents and reports detailing investigation activities and findings. Develop and maintain liaison with allied law enforcement agencies. Work with allied law enforcement agencies on field operations and special assignments. Provide specialized training and other resources as requested.
10%	Conduct locations inspections to ensure compliance with the Alcoholic Beverage Control Act. Advise licensees of relevant ABC rules, regulations, and procedures.

5%	Fulfill all training requirements set forth by the Commission on Peace Officer Standards and Training (POST), Department policy and other legislative mandates. Required training includes, but is not limited to, training related to the POST Basic academy, firearms, defensive tactics, first aid/CPR, emergency vehicle operations, tactical communication, and narcotics enforcement.
5%	Testify in criminal and administrative hearings. File criminal and administrative documents with the court.
5%	Conduct community outreach with the general public, stakeholders, and community organizations to address quality of life and public safety concerns regarding ABC licensed locations. Make presentations or provide specialized training to licensees, special interest groups, allied law enforcement agencies, or organized community groups to explain Departmental programs and procedures.
5%	Develop program investigation policies/procedures which specifically require investigatory or law enforcement expertise. Provide necessary support services to investigation related matters.
	MARGINAL DUTIES
5%	Serve on multi-agency task forces. Serve as unit/office evidence custodian. Participate in special projects and/or assignments.

Supervisory Responsibilities
This job has no supervisory responsibilities.

Work Environment
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee may be exposed to adverse weather conditions, loud noises, loud music, smoke, and intoxicated and unruly behavior and physical confrontations. Employees may work irregular shifts, nights, weekends, and holidays, and have occasional travel.

Employees are required to operate and maintain a state vehicle and possess a valid California Driver's License of the appropriate class issued by the Department of Motor Vehicles. Employees are required to operate, maintain, care for and secure Department issued safety related equipment such as, but not limited to; Department issued firearm, related safety gear, personal protective equipment, communication devices, and other law enforcement related supplies.

If the employee is working at an alternate work location during telework, they are required to maintain a safe working condition at the approved site, abide by the Departments Telework Policy and Ergonomic Policy, and agree to maintain a distraction-free remote work environment. Further, employees are required to be available through various forms of communication during work hours.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee must have good health, be in sound physical condition, free from any physical or mental condition that would interfere with the full performance of the essential duties of a peace officer. While performing the duties of this job, the employee is regularly required to effectively use both hands, both arms, and both legs; have strength, endurance, and agility; have the ability to carry 10 to 15 pounds of issued duty gear which includes: a weapon utility belt, gun, magazine(s), handcuffs, and body armor and qualify with a Departmental issued firearm; normal hearing; normal vision (20/20) or vision corrected to normal; color vision adequate to successfully perform the job measured by the Ishihara Pseudo-Chromatic Plate Test or for persons failing the Ishihara, the Farnsworth D-15 Arrangement Test; and weight proportional to age and heights.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.

The essential and marginal job duties have been discussed with the employee and a copy has been provided to the employee.

SUPERVISOR'S SIGNATURE DATE	EMPLOYEE'S SIGNATURE DATE
PRINT NAME	PRINT NAME

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Synthesizes complex or diverse information; collects and researches data; and uses intuition and experience to complement data.

Design – Demonstrates attention to detail.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; and uses reason even when dealing with emotional topics.

Technical Skills – Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; and shares expertise with others.

Public Service – Manages difficult or emotional situations; responds promptly to public needs; solicits feedback to improve service; responds to requests for service and assistance; and meets commitments.

Interpersonal – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; and remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; and participates in meetings.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed; and recognizes accomplishments of other team members.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; and able to read and interpret written information.

Quality Management – Looks for ways to improve and promote quality; and demonstrates accuracy and thoroughness.

Cost Consciousness – Conserves organizational resources.

Diversity – Shows respect and sensitivity for cultural differences; and promotes a harassment-free environment.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; and upholds organizational values.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; and supports equal employment opportunities and respects diversity.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; and able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; and arrives at meetings and appointments on time.

Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; and completes tasks on time or notifies appropriate person with an alternate plan.

Initiative – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; and asks for and offers help when needed.

Innovation – Generates suggestions for improving work; presents ideas and information in a manner that gets others' attention.

Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; and makes timely decisions.

Motivation – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; and takes calculated risks to accomplish goals.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; and develops realistic action plans.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; and follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; and monitors own work to ensure quality.

Quantity – Meets productivity standards; completes work in timely manner; strives to increase productivity; and works quickly.

Safety and Security – Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Language Ability – Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write detailed reports and correspondence. Ability to speak effectively before groups of customers or employees of organizations.

Math Ability – Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability – Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Word processing software; Microsoft Outlook; Excel spreadsheet software; Internet Explorer, and Department database software.

Knowledge and Abilities, Etc.

Knowledge of: Investigation techniques and procedures; interviewing techniques, rules of evidence and court procedures; laws of arrest, search and seizure; legal rights of citizens; service of legal process; communication and active listening skills; behaviors indicative of potential hostility; techniques for effective interaction with diverse communities; how to approach problems with cultural awareness and sensitivity; cultural differences and similarities; implicit and explicit biases; community engagement and strategies and the benefits of effective community engagement; reporting obligations when biased behavior or misconduct is observed; characteristics protected under the Racial and Identity Profiling Act; knowledge of the Alcoholic Beverage Control and related statutes and regulations; duties of Federal, State, and local law enforcement agencies; and provisions of the laws, rules, or regulations enforced or administered.

Ability to: Interpret and apply laws and regulations to specific situations; gather and analyze facts and evidence; reason logically, draw valid conclusions, analyze situations accurately, think and act quickly in emergencies, and take an immediate and effective course of action; develop, organize, prioritize, and manage multiple case investigations, work plans, and other assignments or tasks; make appropriate recommendations; communicate effectively; prepare written documents and accurate detailed investigation reports clearly and concisely; follow written and oral instructions; participate effectively in investigations and interviews; be open-minded, flexible, and willing to learn and understand other cultures; seek clarifying questions to get a better understanding of the issue(s); maintain neutrality; identify effective ways to communicate and/or provide support; work cooperatively with various cultural backgrounds and others in the community; defuse, negotiate, and resolve conflicts; recognize and respect diversity through words and actions; have social and cultural perceptiveness; effectively investigate allegations of misconduct pursuant to departmental policy; treat all people with respect and in an unbiased and unprejudiced manner; review and evaluate the work of others; provide guidance and constructive feedback; and establish and maintain cooperative working relationships with Federal, State, local law enforcement agencies, and others.

Certificates and Licenses: Possession of a valid California driver license.

Special Personal Characteristics: Aptitude for investigation work; be flexible; willingness as a learner to do routine or detailed work in order to learn the practical application of investigative principles; willingness to travel throughout the state of California; willingness to work away from home for extended periods of time; willingness to work long, irregular, and unusual hours as required; willingness to work weekends, evenings, nights, and holidays as required; willingness to associate with criminally-inclined persons; keenness of observation; good memory for names, faces, places, and incidents; neat personal appearance; tact; reliability; emotional stability and maturity; satisfactory

record as a law-abiding citizen; demonstrated capacity for development as evidenced by work history, academic attainment, participation in school, or other activities or by well-defined occupational or vocational interests; work under stress and adverse conditions; freedom from any physical or mental condition that would interfere with the full performance of the essential duties of a peace officer; effective use of both hands, both arms, and both legs; strength, endurance, and agility; normal hearing; normal vision (20/20) or vision corrected to normal; color vision must be adequate to successfully perform the job measured by the Ishihara Pseudo-Chromatic Plate Test or for persons failing the Ishihara, the Farnsworth D-15 Arrangement Test; and weight in proportion to height.

Desirable Qualifications: Possession of a POST Basic certificate.

PEACE OFFICER STANDARDS

Citizenship Requirement: Pursuant to Government Code Section 1031(a), in order to be a peace officer, a person must be legally authorized to work in the United States under federal law.

Felony Disqualification: Pursuant to Government Code Section 1029, persons convicted of a felony are disqualified from employment as peace officers..

Firearm Conviction Disqualification: Anyone who is restricted for employment-related purposes from accessing, possessing, carrying, receiving, or having under his/her control a firearm or ammunition under all applicable State or Federal laws is ineligible for appointment to any position in peace officer classifications.

Firearms Requirement: Persons convicted of a misdemeanor crime of domestic violence as defined in the amended Federal Gun Control Act of 1968 are disqualified from appointment to peace officer classifications.

Background Investigation: Pursuant to Government Code Section 1031(d), persons successful in peace officer examinations shall be required to undergo a thorough background investigation prior to appointment including voice stress analysis or a polygraph test.

Medical Requirement: Pursuant to Government Code Section 1031(f), persons appointed to peace officer classifications shall undergo a medical examination to determine that he or she can perform the essential functions of the job safely and effectively.

Psychological Requirement: Pursuant to Government Code Section 1031(f) requires psychological screening of applicants for peace officer classifications prior to appointment date.

Training Requirements: Under provisions of Penal Code Section 832, successful completion of a POST approved academy, or possession of a POST Basic Certificate or equivalent, as well as successful completion of the Department's Field Enforcement Training Program, is a requirement for permanent status in these classifications.

Drug Testing Requirement: Peace Officer applicants are required to pass a drug-screening test.