State of California
Department of
Industrial Relations
EST. 1927

DUTY STATEMENT

☐ **CURRENT**

☒ **PROPOSED**

CIVIL SERVICE CLASSIFICATION	WORKING TITLE
District Manager	Complaint and Report Intake Unit Manager

PROGRAM NAME	UNIT NAME
Division of Occupational Safety and Health	Enforcement- Centralized Complaint and Report Intake Unit

ASSIGNED SPECIFIC LOCATION	POSITION NUMBER
Santa Ana	400 – 455-3893-096

BARGAINING UNIT	WORK WEEK GROUP	BILINGUAL POSITION	CONFLICT OF INTEREST FILER	BACKGROUND CHECK
S09	E	No	Yes	No

General Statement

Under the general direction of the Statewide Centralized Complaint and Report Intake Unit (CCRIU) Manager with the Department of Industrial Relations (DIR), Division of Occupational Safety and Health (DOSH), Enforcement Branch, the Complaint and Report Intake Manager has full supervisory and oversight responsibility of a local (and in some cases, a Field office) DIR-DOSH Complaint and Report Intake Compliance Office without detailed supervision or review. The incumbent leads the activities, plans, schedules, directs, assigns, evaluates, and reviews the work of a multi-disciplinary staff composed of office technicians, analysts, safety engineering technicians, safety engineers and industrial hygienists.

The incumbent serves as a subject matter expert on identifying and eliminating or controlling both health and safety occupational hazards; ensures all incoming emergency and non-emergency calls, emails, faxes, letters and written correspondences of health and/or safety work-related accidents, fatalities, hazardous/unsafe work condition/practice complaints/referrals, general inquiries and etc. are accurately logged, triaged, and processed within mandated timelines and department/division guidelines, policies/procedures, and directives.

The incumbent is responsible for training, coaching, mentoring, upward mobility, and maintaining discipline of employees under their supervision. The incumbent ensures that the office functions and operates daily in accordance with DIR-DOSH directives, rules, policy and procedures and that staff promotes DIR-DOSH Mission, Vision, Values, and Goals. The Manager sets priorities, evaluates the performance of all staff.

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

Percentage of Time Spent	Duties **Essential Job Functions**
45%	Plans, supervises, directs, coordinates, evaluates and reviews the work of all staff and make major decisions; provides day-to-day leadership and works with staff to establish priorities that aligns with DIR-DOSH's mission, strategic plans, goals, mandates, expectations, and values; evaluates staff performance, conducts regular audits and annual performance reviews; provides continuous feedback to staff that highlight performance successes and develops action plans to correct deficiencies and performance gaps; communicates corrective action plans verbally and in writing with staff to correct deficiencies and performance gaps; takes appropriate

disciplinary action, subject to management concurrence, to address staff performance deficiencies, in accordance with the Department's rules, policies, and labor contract provisions; identifies, develops, and implements leadership strategies that enhance staff performance, efficiency, and productivity; Instructs and trains staff on their job duties, DOSH Compliance policy and procedure, directives, and memorandums; coaches, mentors and develops staff, including overseeing new employee onboarding and providing career development planning and opportunities; reviews, analyzes, creates and maintains confidential, sensitive and administrative files and logs; and monitors staff daily workloads and assign tasks to ensure equitable distribution and timely processing.

Supervises and directs staff on complaint, referral, and accident intake, processing and data entry protocols/procedures, and privacy laws; reviews and evaluates accident reports, fatality reports, complaint and/or referral reports of hazardous/unsafe work conditions and/or practices; determines seriousness, urgency, mandated regulations and/or division policy/directives for an onsite inspection, letter investigation, or referral to another agency with jurisdiction; routes accident, referral, and complaint reports mandated by regulations and/or division policy/directives for onsite inspection to the Enforcement Branch Field Office Industrial Hygienist Supervisors and/or District Managers; Assigns accident, referral, and complaint reports to CCRIU staff for letter investigation, onsite inspection, and/or referral to another agency with jurisdiction, etc.

Supervises and directs safety and health letter investigations and onsite field inspections assigned to and conducted by CCRIU staff and conducts detail analysis of each letter investigation and onsite field inspection case findings, including but not limited to, fact gathering, fact analysis, conclusion drawing, and counter measures, in cases of accidents, to determine causes and the means of preventing recurrences.

Reviews the work product of all staff for quality, thoroughness, accuracy, neatness, organization, effectiveness, sound professional judgement and compliance with DIR-DOSH directives, memorandums, and policies and Compliance Policy and Procedure manual; works with staff to address and correct deficiencies in their work; research, review, analyze, interpret and determine the seriousness of violations in accordance with the division policies and procedures and directives; monitors and tracks the implementation, progress, and completion of assignments to ensure deadlines are met; monitors, tracks and ensures that staff accurately, correctly and timely enter data in the enforcement data management system; and conducts a detail assessment of all incoming work and assigns timely to all staff.

Resolves complex or sensitive escalations from external (the public, employers, law enforcement, fire department, etc.) or internal stakeholders, regarding delayed or disputed reports; Assists staff with receiving and processing incoming calls and ensures appropriate after-hour staffing levels are maintained to answer incoming emergency calls.

25%	Prepares clear, grammatically correct, accurate and concise correspondences, technical reports, and records; provides the Statewide Manager monthly summary reports on progress towards meeting DIR-DOSH goals and plans; generates regular statistical reports on office performance, staff workload and performance; processing volumes, backlog status, and error rates for Statewide CCRIU manager and executive leadership; monitors and identifies bottlenecks in the intake pipeline and recommend technology or workflow adjustments to streamline operations; monitors trends in incoming complaints, referrals and accident reports to help inform broader organizational structure and staffing needs and enforcement strategies; monitors database tracking systems to ensure accurate record-keeping, prevent duplicate files, and prepares workload metric reports for Statewide CCRIU manager and executive leadership; oversees data quality assurance audits to ensure data integrity, accurate coding, and compliance with statutory deadlines; supervises the preparation and maintenance of various lists, logs, files, records and reports related to office activities, performance and operations; compiles office information and data as necessary; distributes office records as required and Serve as the custodian of records for the office.
15%	Assists the Statewide Manager with creating and reviewing policies and procedures; and development of strategic plans, goals, standards and processes for the CCRIU; maintains communication with the Statewide Manager to discuss changes or problems in operations or activities or to recommend new or revised policies or procedures to improve operational effectiveness; and oversees implementation of new regulations and procedures; prepares staff directives on policy changes; provides assistance and information to staff on policy changes. Works cooperatively and collaboratively with the public, other government agencies and all other individuals and entities doing business with DIR-DOSH; reports findings of difficult and sensitive problems and complaints to the Statewide Manager with recommended corrective actions; consults frequently with the Statewide Manager regarding office operational and staff performance; conducts, including but not limited to, Informal Conferences, Pre-Hearing Conferences, and Status Conferences; ensures that safety engineers and Industrial Hygienist are prepared for hearings; review and analyze daily, weekly, and monthly performance reports; works with a multi-discipline team (e.g. Nurse, Physician, Toxicologist, Attorney, Senior Safety Engineer, and Senior Industrial Hygienist); and collaborates with IT to test system upgrades, report system bugs, and implement new features; and participates in cross-functional committees aimed at improving organizational efficiency or public safety initiatives.
10%	Prepares and conducts monthly staff meetings; attends and participate in scheduled training, webinars and management meetings; participates in the development and implementation of goals, objectives, policies, and priorities for the program; represents the Division at appeal hearings before the Occupational Safety and health Appeals Board; recommends to the CCRIU manager criminal investigation of the employer; testifies before the Occupational Safety and Health Appeals Board, State Labor Commissioner, Worker's Compensation Appeals Board, and Criminal Court hearings. Accurately completes and submits to management in a timely and appropriate

	manner, monthly absence and additional time worked reports, job-related travel expense claim, time off request, training request, and yearly PAS reports. Maintains daily attendance records of assigned staff, manages timesheets (including corrections and approvals), approves leave requests and coordinate scheduling of vacation and holiday leave for assigned staff; authorizes leave time and overtime work; accurately records staff work and leave time.
Percentage of Time Spent	**Marginal Job Functions**
5%	Represents the division at professional meetings/conferences of professional and community groups, state, and other governmental agencies and perform other related duties as required to fulfill DIR-DOSH mission, goals, and objectives**.**

Conduct, Attendance, and Performance Expectations

The incumbent must maintain a high level of integrity, professionalism, confidentiality, resourcefulness, dependability, thoroughness, and accuracy; use sound professional judgment, exercise initiative, and objective action. This position is significant in that errors in judgement may result in significant and negative impact to the safety and health to staff and the community.

The incumbent will develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to department/division, directives, policies and procedures. Behave consistently in an honest, fair, and ethical manner. The incumbent travels throughout the State, primarily in an assigned area to do field work, attend meetings and trainings which include overnight to multiple night stays.

Supervision Received

This incumbent works under the general direction and receives assignments from the Statewide Centralized Complaint and Report Intake Unit (CCRIU) Manager.

Supervision Exercised

The incumbent is responsible for supervising professional and administrative level staff in the office, Safety Engineers, Industrial Hygienists, Safety Engineering Technicians, Analysts and Office Technicians.

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

Work Environment

Primarily works in an office setting that is air conditioned, with cubicle workstations exposed to natural and artificial lighting. Daily use of computer, office equipment, and telephone.

May also work at a field site that has the potential for exposures to safety and health hazardous substances, and may involve, working outdoors 8 hours or more per day in a wide range of weather conditions (e.g. rain, strong winds, heat, and cold).

Traveling via private, State vehicle, or public transportation (i.e. automobile, airplane, etc.) including overnight travel may be required.

Special Requirements/Other Information

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

Physical Abilities

The position requires the ability to maintain a stationary position for extended periods of time; bend, traverse; move; work at a computer for extended periods of time. The incumbent will be required to use office equipment including, but not limited to, a personal computer, telephone, and multi-function copy machine.

Ability to pass a respiratory physical exam and wear a full face or half face respirator.

Additional Requirements/Expectations

The incumbent must demonstrate the ability to establish and maintain cooperative working relationships with staff at all levels both within and outside of DOSH.

Reliable, predictable attendance is required. On call status may be required

Willingness to work more than ten (10) hours per day and 40 hours per week, to include days, evenings, nights, weekends, holidays to maintain 24-hour coverage of intake unit This requires personnel to make themselves available to work when required, particularly in times of disasters or serious emergencies.

The incumbent remains calm and effective during emergencies, and heavy workloads; prioritize emergent and non-emergent situations accurately and obtain and act on information quickly and accurately; emotional stability and even temperament; willingness and initiative to take independent action; performs tasks accurately; positive attitude; adapts to shifting demands of the job; performs effectively under stress and time pressure; tolerates a confined work space with stationary position for prolonged periods; shows interest in serving the public; shows respect and consideration for others; maintains confidentiality of information; works productively without supervision; dependable; self-motivated; mature; and a team-player.

Personal Contacts

The Manager is expected to work cooperatively with all levels of DOSH management and staff, other government agencies, and stakeholders, such as Union Representatives, Advocacy groups, and the public to provide the highest level of service possible.

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

RL	10/5/2026
C&S Analyst Initials	Approval Date