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

Classification Title Special Investigator	**Board/Bureau/Division** Contractors State License Board (CSLB or Board)/ Enforcement Division
Working Title Field Investigator	**Office/Unit/Section / Geographic Location** Investigative Center (South) / Norwalk
Position Number 622-333-8612-006	**Name and Effective Date**

General Statement: Under the general direction of the Supervising Special Investigator I (SSI I), the Special Investigator (SI) works at the entry/training, journey, and full journey level to investigate re-active consumer complaints including complex complaints based upon the rules and regulations of the Contractors State License Law. Specific duties include, but are not limited to, the following:

A. SPECIFIC ACTIVITIES [Essential (E) / Marginal (M) Functions]

55% (E) Investigate Complaints

Perform, research, and investigate re-active consumer complaints including criminal complaints, major financial diversion, and multiple complaints, involving technical interpretation of CSLB laws, rules, and regulations. Perform job site visits to meet with industry experts and conduct interviews with complainants regarding issues such as poor workmanship, abandonment of work, unlicensed activities, violations of building codes, and home improvement contract laws. **(30%)**

Conduct independent interviews with respondents and other witnesses, to obtain statements and details of the issues surrounding the complaint. Collect and analyze various forms of documentation/evidence pertaining to investigation and violation of Contractors State License Law, such as but not limited to, contracts, building permits, correction notices, building plans, criminal history records, etc. Drive an assigned state vehicle to/from job sites. Testify in administrative, criminal, and civil proceedings. Provide instructions and information to lower-level staff, consumers, licensees, and other government agencies. **(25%)**

35% (E) Write Reports

Prepare case notes and complex investigative reports, legal actions, and non-legal closing summaries from the information gathered during investigations and utilizing information gathered from industry experts, building officials, and from their own determinations.

Ensure all reports and actions include all statements, documentation, exhibits, possible law violations, and make recommendations for appropriate disposition of complaints upon closure.

5% (E) Interpret Laws

Act as a technical and analytical resource in the interpretation and enforcement of CSLB laws, rules, regulations, and licensing classification structure; Train and mentor others in proper work processes; provide specific and consistent feedback to other staff.

5% (M) Testify at Hearings

Serve as liaison to the Attorney General and District Attorney's Office. Represent the CSLB at administrative and criminal hearings to present testimony and evidence. Provide information and instruction related to regulations and procedures administered by the CSLB to consumers, licensees, and other government agencies. May attend public outreach events, community and industry organization meetings and assist at Local Assistance Centers/Disaster Recovery Centers.

B. Supervision Received

Incumbent is under the general direction of the SSI I and may receive assignments from the Supervising Special Investigator II, Deputy Chief of Enforcement or Chief of Enforcement.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has regular contact with the general public, CSLB management, staff, and others regarding the laws, rules, regulations, and policies relating to the enforcement program. Interacts with the Attorney General and District Attorney's Office to assist in the resolution of construction disputes and perform investigations into violations of Contractors License Law.

F. Actions and Consequences

The incumbent must promptly and accurately engage in the investigation of consumer complaints. The efficiency of the CSLB's Investigative Centers staff relies heavily on the investigations conducted by the SI's.

G. Functional Requirements

The incumbent performs field investigations, which requires travel by various methods of transportation to project sites. The position requires the incumbent to spend approximately 60% of the time per week in the field which includes frequently remaining in a stationary position, frequently moving about to and/or from worksites, frequently in a construction area over uneven ground, sometimes outdoors in inclement weather. Incumbent must occasionally position self to perform a variety of tasks, including retrieval of files and moving items weighing up to approximately 30 pounds.

In an office setting, with artificial light and temperature control, the incumbent also uses a personal computer to prepare investigative reports and initiate or respond to work- related email and uses both desk and mobile telephones. In this setting, the incumbent must be able to frequently remain in a stationary position at a workstation (40%), standing requirements are consistent with office work.

Environmental Conditions: The employee is required to work both indoors and outdoors, depending on the situation they are involved in, at any given time. While indoors, the temperature and humidity are reasonably controlled, but while outdoors, the employee is exposed to climatic conditions. The employee may be exposed to dust, fumes, and construction related materials.

Physical Requirements: While outdoors, the employee must occasionally position self to perform a variety of tasks on uneven ground.

H. Other Information

The incumbent must demonstrate the ability to act independently with flexibility and tact; willingness to work odd and irregular hours; good memory for names, faces, places, and incidents. The incumbent must possess good oral and written communication skills; aptitude for investigation work; willingness as a learner to do routine or detailed work in order to learn the practical application of investigative principles; manage time and resources effectively and be responsive to CSLB and Department of Consumer Affairs management needs. Regular attendance and punctuality are an essential part of the job. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation.

The incumbent must possess a valid driver's license, a good driving record, and is expected to drive vehicles safely. The incumbent shall participate in Department of Motor Vehicles (DMV) Employer Pull Notice Program (EPN), which is a process for providing the Department with a report showing the driver's current public record as recorded by the DMV, and any subsequent convictions, failures to appear, accidents, driver's license suspensions, driver's license revocations, or any other actions taken against the driving privilege or license, added to the driver's DMV record. The incumbent must pass a medical examination to ensure fitness.

Chapter 2, section 154.3 California Business Professions Code (a) pursuant to subdivision (u) of Section 11105 of the Penal Code, the department shall submit to the Department of Justice fingerprint images and related information required by the Department of Justice for an employee, prospective employee, contractor, subcontractor, or volunteer. The Department of Justice shall provide a state- or federal-level response pursuant to subdivision (p) of Section 11105 of the Penal Code.

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.

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 incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st, and within 30 days of leaving office.

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.)

Employee Signature Date

Employee's Printed Name

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

Supervisor Signature Date

Supervisor's Printed Name, Classification

Revised: 10/2026
Approved: 11/2026 HM

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

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Position Number 622-333-8612-006	**Name and Effective Date**

General Statement: Under the general direction of the Supervising Special Investigator I (SSI I), the Special Investigator (SI) works at the entry/training, journey, and full journey level to investigate re-active consumer complaints including complex complaints based upon the rules and regulations of the Contractors State License Law. The incumbent must provide oral and/or written translation of English and Spanish a minimum of 10% of the time while performing the duties and responsibilities of the position. Specific duties include, but are not limited to, the following:

A. SPECIFIC ACTIVITIES [Essential (E) / Marginal (M) Functions]

55% (E) Investigate Complaints

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B. Supervision Received

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C. Supervision Exercised

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D. Administrative Responsibility

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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.

The incumbent will perform the above-mentioned duties using bilingual skills (Spanish), a minimum of 10% of the time.

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Employee Signature Date

Employee's Printed Name

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

Supervisor Signature Date

Supervisor's Printed Name, Classification

Revised: 10/2026
Approved: 11/2026 HM