State of California
Department of
Industrial Relations
EST. 1927

DUTY STATEMENT

☒ **CURRENT**

☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION			WORKING TITLE	
Deputy Labor Commissioner II			Wage Hearing Deputy	
PROGRAM NAME			**UNIT NAME**	
Division of Labor Standards Enforcement			Wage Claim Adjudication	
ASSIGNED SPECIFIC LOCATION			**POSITION NUMBER**	
Van Nuys			400 – 551-9536-035	
BARGAINING UNIT	**WORK WEEK GROUP**	**BILINGUAL POSITION**	**CONFLICT OF INTEREST FILER**	**BACKGROUND CHECK**
R02	E	No	Yes	No

General Statement

Under the direction of the Deputy Labor Commissioner Supervisor (DLC Supervisor/Senior Deputy) in the Wage Claim Adjudication (WCA) unit, the Deputy Labor Commissioner II (DLC II) proactively investigates and adjudicates claims to verify and determine compliance to the extent permitted by law. The DLC II writes decisions or orders based on evidence presented at hearings in order to enforce laws and effectively handles cases in a timely manner under relevant laws and pursuant to division policies and procedures.

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

Percentage of Time Spent	Duties Essential Job Functions
45%	Conducts hearings pursuant to relevant Labor Code sections, including hearings under Labor Code Section 98 or citation hearings under the Administrative Procedures Act, in order to verify and determine violations of law. Determines the extent of rule violation and evaluates all evidence presented including testimony, written statements, and employer records, to verify liability and determine damage computations according to proof. Writes and prepares clear, concise, and accurate findings of fact in a timely manner and issues orders or decisions containing findings of fact, analyses, and conclusions of law in accordance with the law and under division policies and procedures. Identifies relevant evidence and evaluates requests for subpoenas from legal authorities to facilitate exchange of information among claimants, employers, and witnesses in accordance with division policies and procedures. Inspects records submitted by claimants, employers, and witnesses in order to ascertain claims and compute estimates of amounts claimed in accordance with the law and under division policies and procedures. Provides guidance, training, and/or direction to lower level staff and consults with fellow Deputy Labor Commissioner IIs and management regarding interpretation and application of rules, policies, and procedures relating to enforcement of the law and division policies and procedures. Guides and directs a district office in the absence of a Deputy Labor Commissioner Supervisor (DLC Supervisor/Senior Deputy) and/or at the direction of a DLC Supervisor or Deputy Labor Commissioner Regional Manager (DLC Regional Manager/Regional Manager).
30%	Researches existing policies, procedures, rules, related statutes, and court decisions pertaining to cases heard in preparation for hearings. Proactively reviews the case

	management system to identify pending cases and ensure timely processing of all assigned hearings pursuant to the Labor Code or other applicable laws. Ensures the accurate recording of hearings on a recording device, ensures that the recording device has adequate storage for hearings, and uploads recordings onto a computer in order to maintain the integrity of the record. Initiates case reports and Satisfaction of Judgments in the case management system and prepares legal documents in a timely manner. Issues or files such relevant documents including, but not limited to, orders, decisions, or awards in order to process claims in accordance with the law and under division policies and procedures. Reports to and/or consults with management and the Legal unit to resolve complicated questions of law and jurisdictional issues in accordance with division policies and procedures. Assists other Wage Claim Adjudication (WCA) offices or programs in the performance of similar duties, remotely or in person, and under the supervision of senior staff or designee.
15%	Serves as a liaison to the public and establishes and preserves good relationships with the general public. Answers questions from the public concerning relevant state laws and procedures, makes presentations before a variety of public groups to promote compliance with, and to enhance public understanding of, enforcement activities. Participates in continuous training to enhance law enforcement skills, including investigative skills, adjudication skills, legal comprehension of theories of liability, calculation methods and application, and general administrative law enforcement skills. In addition to holding hearings, holds conferences to investigate claims and educate parties about their rights and obligations under the law, and facilitates a resolution to claims through a negotiated settlement under relevant enforcement authority. Responds to requests for records made by the public and pursuant to the Public Records Act at the direction of senior staff or designee. Prepares and coordinates referrals or inquiries to other units within the division.
Percentage of Time Spent	**Marginal Job Functions**
5%	Performs Public Information Duty (PID) for the division's public counter by telephone, direct contact, or electronic mail by providing information about regulations, policies, procedures, and programs within the division. Evaluates information about workplace conditions and provides information about potential violations and available laws to address these violations, as well as all claim filing alternatives. In addition to conducting research online or in relevant databases, communicates with other programs and/or agencies as needed to identify relevant information about employer’s identity, location or operation. Preliminarily communicates with employers or their representatives verbally or in writing to address allegations, resolve disputes, or advance claims. Directs the public to available resources, online or otherwise, and provides informational materials to workers and employers. Responds to inquiries by the public regarding case status by communicating appropriate information available in the case management system database or by communicating with respective team members to obtain status. Participates in claim filing clinics, including assisting the public with completing various claim forms and providing information about local advocates that provide free legal services. Enters

	all claims received into the case management system database and notes any conflict with adjudicating such claims.
5%	Acts as lead in overseeing Public Information Duty (PID) operations in the absence of a DLC Supervisor. Performs other job related duties as assigned, including taking messages, scheduling appointments, transferring calls, and greeting visitors.

Conduct, Attendance, and Performance Expectations

Work duties are expected to be performed productively and 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 direction of the Deputy Labor Commissioner Supervisor (DLC Supervisor/Senior Deputy).

Supervision Exercised

None.

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

Work Environment

The incumbent will work in a high-volume, fast-paced office that handles wage claims and constantly interfaces with the public.

Special Requirements/Other Information

Travel may be required to assigned district offices. Travel may be via land or air and may require overnight stay.

Physical Abilities

This position requires the ability to remain stationary and work at a computer for extended periods of time and to safely move, transport, and/or manipulate office supplies and equipment weighing up to 25 pounds.

Additional Requirements/Expectations

The Deputy Labor Commissioner II will be expected to demonstrate a commitment to the mission and the vision of the division.

Personal Contacts

The incumbent will routinely engage with the public in person and over the phone in order to provide information and assistance in filing wage claims and information about other Labor Commissioner's Office programs.

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

JG	09/17/2026
C&S Analyst Initials	Approval Date