

**Department of Consumer Affairs****CURRENT**

Position Duty Statement

HR-041

<b>Classification Title</b> Staff Services Manager III	<b>Board/Bureau/Division</b> Contractors State License Board
<b>Working Title</b> Deputy Chief, Enforcement	<b>Office/Unit/Section/Geographic Location</b> Enforcement / Sacramento
<b>Position Number</b> 622-301-4802-999	<b>Name and Effective Date</b>

General Statement: Under the general direction of the Chief of Enforcement (CEA A), the Deputy Chief is responsible for providing statewide management oversight, direction and guidance to the various Enforcement division programs at the Contractors State License Board (CSLB). In accordance with departmental policy and procedures, the Deputy Chief is responsible for ensuring the implementation of best business practices by providing sound recommendations and expert consultation to the Chief; developing policy, establishing performance standards and goals; monitoring lower level staff performance measures; and directing staff toward achieving the CSLB's goals of workforce excellence and organizational effectiveness. Specific duties include, but are not limited to the following:

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

**60% (E)      Administrative Responsibilities:**

Establish uniform standards for investigations, procedures and controls. Assist the Chief of Enforcement with formulation of policy, development and maintenance of standards and guidelines pertaining to investigations. Monitor, audit, and evaluate statewide field investigative efficiencies and productivity. Review and implement enforcement work process and procedure improvements to ensure a productive and cohesive work environment. Confer with the Chief and other Enforcement Supervisor IIs (ES IIs) to assure a uniform program. Identify performance gaps and continually adjust staff training to achieve desired results. Provide personnel management for the division with respect to hiring, employee performance, and labor relations. Recruit and select new team members that exhibit the CSLB core values and competencies. Work closely with the ES IIs to ensure that the Enforcement Division's approximately 210 employees are in compliance with State administrative procedures, established personnel practice, and bargaining unit agreements. Serve as a liaison between enforcement ES IIs and the CSLB Personnel Office to ensure that hiring, probation reports, performance, training needs, and employee disciplinary matters are handled in an appropriate manner. **(20%)**

Prepare and review annual performance and probationary reports for ES IIs. Identify training needs for ES IIs. Review and provide input to the ES IIs on the completion of annual performance and probationary reports for the Enforcement Supervisor Is (ES Is). Monitor and assess the training and development needs of ES Is and field investigative staff. Develop a training program based on identified needs. Review and research controlled correspondence received from the Governor's Office, State and Consumer Services Agency, the Department of Consumer Affairs, legislators, industry, and the general public, and develop a proposed response for the Division Chief to address concerns in a timely manner. Respond to correspondences including correspondences addressed directly to the Registrar and/or CSLB Board members. **(20%)**

Establish and maintain a cooperative working relationship between the Board and its partnering agencies, industry associations, and local law enforcement agencies. Interpret the Enforcement Division's programs to public, industry, professional, and community organizations and groups. Represent the Chief at public meetings, conferences and panel discussions. Oversee and maintain the division's operating expenditures. Review and monitor the division's budgets. Oversee the expenditure of

the annual budget in excess of five (5) million dollars for the Office of the Attorney General to represent CSLB in the appeal of administrative disciplinary actions. Handle the evidence fund of the division through the subordinate staff. Complete the division's budget proposals, reports, and presentation as required. Prepare executive briefings for the CSLB senior staff on matters related to the Enforcement Division. Provide technical and program consultation to staff. Attend staff meetings, formal and informal training, communicate program updates, provide direction and guidance on employee related issues. **(20%)**

**35 % (E)**

**Enforcement Responsibilities:**

Direct subordinate Enforcement Supervisor IIs (ES IIs) in planning, organizing, and directing the investigative efforts of the enforcement program's four primary sections: two Intake & Mediation Centers, nine Investigation Centers; three Statewide Investigative Fraud Teams, and three Case Management units. Investigative efforts include enforcement of statutes pertaining to Contractor's License Law, complex criminal investigations, elder abuse investigations, and administrative and civil investigations regarding premium fraud. Oversee and direct staff with the investigation and prosecution of high-profile complaints with District Attorneys and the Office of the Attorney General. Interpret and instruct staff on Contractor's License Law, including Case Law, and new legislation. Oversee the implementation of Enforcement Peace Officer positions specifically by providing leadership, utilizing consultative services from subject matter experts, and directing the development of work processes and policies for CSLB Peace Officers statewide. Provide direction and guidance to peace officers within the Special Investigation Unit of the Investigative Centers and SWIFT Units. Through subject matter experts, oversee the coaching, planning, organizing and directing the duties of peace officers in the investigation of criminal complaints. **(15%)**

Ensure the approximately 20,000 complaints received each year are handled in accordance with board objectives and established complaint-handling standards. Develop and implement staffing plans for the Enforcement Division to achieve optimum resource utilization and attainment of the Board's objectives. Keep the executive management apprised of program events and activities in a timely manner. Work closely with Enforcement's four primary sections to ensure a consistent approach to policy development and implementation. Participate on workgroups and committees to represent the CSLB with other law enforcement agencies. Analyze legislation impacting the division and/or its regulatory programs and make recommendations to the Chief regarding law enforcement issues and proposed legislation. Develop legislative procedures, policy and procedure memos, and interpret application of case law. Oversee politically sensitive programs with high legislative, executive, and public interest and significant potential for adverse reaction by the general public, and representatives of constituent groups. Testify in legislative committee meetings and represent the CSLB at industry and stake holder meetings. **(15%)**

Assist the Chief of Enforcement in the review and approval of Search Warrants and Investigative Subpoenas. Ensure that evidence seized by Search Warrant and Subpoena are secured by established chain of custody procedures. **(5%)**

**5% (M)**

**Other Duties:**

Act in the absence of the Chief as required. Represent the CSLB Enforcement Division in various seminars and conferences on different CSLB topics such as: consumer education, job fair, etc.

**B. SUPERVISION RECEIVED**

The Deputy Chief will be under the general direction of the Chief of Enforcement (CEA A).

C. SUPERVISION EXERCISED

The Deputy Chief will manage ES IIs located statewide who have responsibility for field offices, supervisors and investigators.

D. ADMINISTRATIVE RESPONSIBILITY

The Deputy Chief is responsible for the Enforcement programs' operations. Report to the Division Chief, senior executive staff, and Board members on Enforcement matters with potential impact on the program administration. Effectively use staff resources to carry out CSLB goals and objectives. Ensure uniform standards and consistency throughout programs administration.

E. PERSONAL CONTACTS

The incumbent has regular contact with the general public, management, employees, and other governmental staff regarding the laws, rules, regulations and policies relating to the enforcement program.

F. ACTIONS AND CONSEQUENCES

Failure to effectively perform the duties of the position could result in diminished consumer protection and or inappropriate action being taken against licensed and unlicensed contractors. In addition, CSLB's working relationship with other state agencies, trade and industry groups, and local prosecutors could be harmed.

G. FUNCTIONAL REQUIREMENTS

No specific physical requirements are present: the incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. The position requires bending and stooping to retrieve files; walking, and occasional light lifting, up to 10-15 pounds. Incumbent will be required to travel via airplane and automobile to various units within the state.

H. OTHER INFORMATION

Possess excellent verbal and written communication skills, use good judgment in decision making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to CSLB management and employee needs, gain and maintain confidence and cooperation of others.

This position has access to Criminal Offender Record Information (CORI). Title 11, Section 703(d) of the California Code of Regulations requires criminal record checks of all personnel who have access to CORI. Pursuant to this requirement, incumbents in this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. Incumbent in this position will be required to participate in the Employer Pull Notice program.

**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.)

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Employee Signature

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Date

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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.**

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Supervisor Signature

Date

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Printed Name

**Approved by RH August 7, 2015**