

**Department of Consumer Affairs**

**PROPOSED**

Position Duty Statement

HR-041 (new 5/04)

<p><b>Classification Title</b> Enforcement Supervisor I, Contractors State License Board (Non-Peace Officer)</p>	<p><b>Board/Bureau/Division</b> Contractors State License Board (CSLB)</p>
<p><b>Working Title</b></p>	<p><b>Office/Unit/Section/Geographic Location</b> Statewide Investigative Fraud Team (SWIFT) - Fresno</p>
<p><b>Position Number</b> 622-343-8761-001</p>	<p><b>Effective Date</b></p>

**General Statement:** Under the general direction of the Enforcement Supervisor II (ES II), Contractors State License Board (CSLB), the incumbent supervises a staff of field investigators and office support staff in the Fresno SWIFT unit. The unit is responsible for conducting investigations of licensed and unlicensed contractors, major fraud investigations, and enforcement operations targeting the underground economy. The Fresno office plans and organizes monthly undercover sting and sweep operations. Duties include, but are not limited to:

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

**30% (E)** Monitors investigative staff’s workload by reviewing and analyzing investigation activities and reports. Establishes performance measures, goals and objectives as outlined in the Board’s strategic plan, policies and procedures. Communicates performance standards, measures and goals to staff. Provides formal and informal feedback to employees through case reviews, staff meetings, individual mentoring and training, monitoring the investigators in the field, issuing written directives, and counseling sessions, etc. Reviews investigator’s weekly logs for compliance with policies and accuracy. Monitors investigator’s vehicle mileage logs for compliance with Department of General Services (DGS) guidelines.

**25% (E)** Makes decisions on SWIFT functions and operations to ensure efficient and effective office operations. Ensures sufficient staffing levels are maintained to assist the public; assures timely and adequate equipment maintenance is performed; requests the surveying of inoperable equipment and vehicles; performs visual inspections of employees’ state vehicles for safety and cleanliness; approves/denies requests for time-off from staff depending on operational needs. Plans, organizes and directs all activities of office support staff assigned to process complaints received as a result of stings, sweeps, leads and consumer complaints.

Incumbent reviews quality and quantity of production, and quality of correspondence standards. Ensures staff complete month-end reports in a timely manner, such as: vehicle mileage reports, DMV and Choicepoint logs to CSLB headquarters, input of employees’ time sheets, packaging and mailing of investigators’ legal action reports, and ordering of office supplies. Prepares a weekly report detailing Fresno’s activities and highlights.

**15% (E)** Oversees the training, evaluation, and performance of staff with assistance from the lead investigators (Enforcement Representative IIs). Assesses employees’ skill, ability and readiness for promotion or assignment of work. Conducts annual reviews of employees’ Individual Development Plans (IDP), and prepares annual performance evaluations as a regular means of assessing abilities, identifying successes, training needs, or possible corrective action. Identifies opportunities for improving operational efficiency and effectiveness.

Evaluates changes to current enforcement policies and procedures to promote program effectiveness. Directs the revision and/or amending of the Enforcement Unit's Policy and Procedures Manual as needed.

- 15% (E)** Reviews all investigative complaint summaries and reports, offers direction for correction as needed during the investigation process (case reviews) and upon submission of closure. Determines if the disposition of the complaint/investigation is appropriate, and approves case closures as submitted by the field investigators. Reviews and assesses complaint/investigative closures, including the most complex investigation reports such as multiple-offender criminal complaints, high-profile politically sensitive cases, large commercial and public works contracts.
- 10% (E)** Builds cooperative work relations with local law enforcement agencies, media, legislators, consumer groups, industry, building officials and other government agencies. Attends outreach events as a speaker or panel member as requested by the CSLB public information office; attends meetings of the local Better Business Bureau, CALBO, Building and Safety Departments, District Attorney association meetings, Senior Scam Stopper events, law enforcement training sessions regarding such topics as elder abuse, traveler scam artists, etc.
- 5% (M)** Monitors the costs and possible future expenses associated with vehicle usage, maintenance and repair bills, lost or stolen state equipment such as Blackberries or laptop computers, overtime pay or CTO, salaries paid to staff assigned to assist at Local Assistance Centers after a natural disaster (wildfires). When appropriate, provides cost or expenditure reports to the ES II.

**B. Supervision Received**

The incumbent is under the general direction of the ES II, but may receive assignments from the Chief of Enforcement (CEA A).

**C. Supervision Exercised**

The incumbent directly supervises one (1) Enforcement Representative II, six (6) Enforcement Representative Is, and one (1) Office Technician.

**D. Administrative Responsibility**

Responsible for: The supervision of activities in the SWIFT unit; leadership, written and oral communication, management of office operations, planning, evaluation and assessment, problem solving, quality improvement, team and staff development and process improvement. The incumbent is required to take appropriate enforcement and regulatory action and consult with varied professionals, investigators, and organizations.

**E. Personal Contacts**

The incumbent has regular telephone, written and personal contact with the general public, offices of the Attorney General and District Attorneys, CSLB Board, management, staff, and others regarding the laws, rules, regulations and policies relating to the enforcement program. In addition, the ESI may have contact with industry associations, labor organizations, and law enforcement agencies to obtain and follow up on leads alleging violations of CSLB License law and may have periodic contact with the public, associated with speaking presentations. Proficient, high-quality written and oral communication skills are required in order to represent the CSLB in a professional and reputable manner to the public, law enforcement and other state agencies.

**F. Actions and Consequences**

The incumbent provides day-to-day operational oversight to staff engaged in the investigation of consumer complaints and proactive operations. The efficiency of the Board’s SWIFT staff relies heavily on the direction, training and support provided by the incumbent. Without appropriate supervision in the SWIFT unit, the Board would not be able to combat the underground economy as mandated by law, nor meet the goals and objectives set forth in the strategic plan, mission statement, and established policies and procedures.

**G. Functional Requirements**

No specific physical requirements are present: the incumbent works in an office setting with artificial light and temperature control. Pursuant to the provision of Work Week Group E, the incumbent may work in excess of an eight hour day in order to ensure work assignments are completed. 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, sometimes outdoors in inclement weather; and occasional light lifting, up to 10-15 pounds. Incumbent may perform field investigations, proactive operations and public outreach events, which requires automobile travel. Airline travel is also required to attend supervisors’ meetings at the CSLB Sacramento headquarters.

**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, and incidents; willingness to travel. The incumbent must also possess a valid driver license, a good driving record, and is expected to drive vehicles safely. Incumbent may participate in the DMV Employer Pull Notice Program. Incumbent in this position will be fingerprinted for the purpose of obtaining a criminal record check.

**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

\_\_\_\_\_  
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

\_\_\_\_\_  
Printed Name

**Revised: 8/2015**

**Approved: RH 9/10/2015**