

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 7/2015)

Classification Title	Board/Bureau/Division
Enforcement Supervisor II	Contractors State License Board
Working Title	Office/Unit/Section/Geographic Location
	Enforcement Investigation Center - Norwalk
Position Number	Name and Effective Date
622-301-8790-004	

GENERAL STATEMENT:

Under the general direction of the Deputy Chief of Enforcement (SSM III), Contractors State License Board (CSLB), the Enforcement Supervisor II (ES II) plans, organizes, and supervises the work of the Southern Investigation Centers. These centers are responsible for the investigation of construction related complaints for the Enforcement Division.

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

40% (E) Plan, organize, and direct the operations of staff responsible for the investigation and disposition of construction related complaints to meet the goals of the Enforcement Division. Direct the work of the unit through subordinate supervisors and track processing times and employee production through various Enforcement statistical resources; open/closed screens and reports, and action reports.

Ensure supervisors complete timely Individual Development Plans (IDP), probationary reports, and annual performance evaluations to assess employee abilities, training needs, and successes. Provide support and guidance to supervisors in the development of solutions, work development plans, training, counseling sessions, and adverse actions to address areas of concern relating to employee matters such as performance issues, attendance, and misuse of equipment.

Provide opportunities, training, and constructive feedback which encourage and promote growth and development of subordinate staff and allow them to excel in their assignments. Monitor and ensure supervisors and their staff complete all job required training such as Supervisors Training, Sexual Harassment Prevention, Conflict of Interest, and Ethics Training.

Communicate verbally and/or through written policies to the ES I's and lower level staff the enforcement and unit specific expectations and decisions relating to the Investigation Center's office functions and operations to ensure efficient and effective office operation.

Monitor the costs and possible budgeted/unbudgeted expenses associated with use of Industry Expert's, investigative costs, maintenance/repair bills, lost or stolen state equipment, Calcard purchases (office supplies), overtime or Compensating Time Off

20% (E) Communicate verbally and/or through written policies to the ES I's and lower level staff the Department and Board policies, procedures, and expectations and monitor compliance by reviewing work product for accuracy and quality (case reviews), reviewing statistical reports (performance goals, aged complaints), and assessing time frames.

- 10% (E)** Identify and communicate in person or by correspondence to the ES I's on opportunities for improving operational efficiency and effectiveness. Identify procedures that are deficient or outdated and communicate suggestions or proposed changes or revisions to Enforcement Complaint Handling Manual and Enforcement Procedures memos. Make recommendations to Division Chief and assist in the development of necessary revisions that meet the needs of public, industry, professions, and community organizations and groups. Recommend changes to existing and proposed legislation to Division Chief.
- 10% (E)** Prepare written reports and make oral presentations to CSLB management and Board members on issues relating to the Enforcement program. Reports and or presentations may include statistics, process changes, procedures, enforcement accomplishments (sting/sweeps), and high profile and politically sensitive investigations.
- 10% (E)** Represent the Board when communicating in person, in writing, or via telephone with licensees, consumers, trade associations, government organizations, building officials, and media. Attend, represent, and speak on behalf of the Board at outreach events, Senior Scam events, District Attorney Association meetings, and law enforcement meetings.
- 5% (E)** Review and research time sensitive correspondence received from the Governor's Office, Agency, the Department, legislators, industry, and general public, and develop a proposed response for the Division Chief to address concerns in a timely manner. Controlled correspondence also includes correspondence addressed directly to the Registrar and or CSLB Board members.
- 5% (M)** Assist the Division Chief in the development of the Enforcement Divisions Strategic Plan's goals and objectives.

B. SUPERVISION RECEIVED

The incumbent is under the general direction of the Deputy Chief of Enforcement (SSM III).

C. SUPERVISION EXERCISED

The ESII directly supervises four (4) Enforcement Supervisor I's.

D. ADMINISTRATIVE RESPONSIBILITY

Report to the Deputy Chief on the responsibility for the work performed in the Southern Investigation Centers. Effectively use staff resources to carry out CSLB goals and objectives. The incumbent is responsible for overseeing the daily operations of the Southern Investigative Centers.

E. PERSONAL CONTACTS

The incumbent has regular contact with the general public, management, staff, and others regarding the laws, rules, regulations and policies relating to the enforcement program. Work directly with the other governmental agencies relating to the handling of consumer complaints.

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.

Travel as needed to provide technical and program consultation to staff. Attend staff meetings, formal/informal training, communicate program updates, provide direction/guidance on employee related issues.

H. **OTHER INFORMATION**

Possess 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.

Incumbents in this position will be required to submit fingerprints to the Department of Justice for criminal history background clearance, and be cleared before hiring.

This position is subject to the Department of Consumer Affairs' Conflict of Interest Code (16 CCR §3830).

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

Approved: 11/2015 RH