1epartment of Consumer Affairs
Position Duty Statement
HR-041 (new 5/04)

Classification Title Enforcement Representative I, Contractors State License Board (Non-Peace Officer)	**Board/Bureau/Division** Contractors State License Board (CSLB or the Board)
Working Title	**Office/Unit/Section / Geographic Location** Investigative Center / Norwalk
Position Number 622-333-8791-014	**Effective Date**

General Statement: Under close supervision of the Enforcement Supervisor I (ES I) or the lead Enforcement Representative II (ER II) in the CSLB Investigative Center, the incumbent will investigate consumer complaints based upon rules, regulations, and the Contractors' License Law as outlined in the California Contractors License Law & Reference Book. Specific duties include, but are not limited to:

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

60% (E) Perform, research, and investigate consumer complaints for violations of Contractors License Law (Business and Professions Code) by performing the following duties:

Conduct initial interviews with complainants to get statements and details of the issues surrounding the complaint. Select the appropriate industry experts for the type of complaints involved, and prepare the task orders to secure the service of the expert. Perform job site visits with industry experts. Interview consumers and licensees regarding complaints involving construction matters, such as: poor workmanship, abandonment of work, unlicensed activities, violations of building codes, and home improvement contract laws. Perform interviews with respondents and other witnesses; take accurate notes and statements from all parties involved. (25%)

Obtain documents such as contracts, corrective work, change orders, payments, cancelled checks, invoices and other related information. These documents potentially could be used in administrative, criminal and/or civil proceedings. (10 %)

Work closely with the industry experts to develop accurate and timely inspection reports to determine the appropriate course of action to resolve the complaints. Testify, when required, as to their involvements on behalf of the Contractors State License Board in administrative, criminal, and civil proceedings. (25 %)

30% (E) Prepare case notes and investigative reports on a laptop computer from information gathered during investigations. Ensure final investigative reports include all statements, documentation, exhibits, possible law violations, and make recommendation for appropriate disposition of complaints upon closure, pending Supervisory review and approval. Field notes are submitted with closing summaries if a legal action is not warranted on a complaint. Make recommendations to Case Management unit for administrative disciplinary action to Attorney General's office. In the case of a criminal referral to the County District Attorney office, the Enforcement Representative will act as a liaison with the District Attorney.

10% (M) Provide information and instructions related to regulations and procedures administered by the CSLB to consumers, licensees and other government agencies. Attend public outreach events, community and industry organization meetings.

B. Supervision Received

The incumbent works under the close supervision of the ES I, but may receive assignments from the ER II, acting as a lead.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

Consumers/Licensees – daily; to gather statements and evidence in the investigation of complaints; local law enforcement and District Attorneys offices to coordinate prosecution of illegal activity; office of the Attorney General to assist in the administrative legal action process and hearings; Contractors State License Board staff in daily, routine business communications.

F. Actions and Consequences

The incumbent must promptly and accurately engage in the investigation of consumer complaints. The efficiency of the Board's Enforcement Unit staff relies heavily on the timely and thorough investigations conducted by the Enforcement Representatives.

G. Functional Requirements

The incumbent performs field investigations, which requires automobile travel to project sites. The position requires the incumbent to spend approximately 60% of the time per week in the field, which includes sitting/driving to/from worksites and walking, frequently in a construction area over uneven ground, sometimes outdoors in inclement weather; and occasional light lifting, up to 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 phones and mobile phones. In this setting, sitting at a workstation (40%), and standing requirements are consistent with office work and also requires bending and stooping to retrieve files.

Environmental Conditions:

The employee is required to work both indoors and outdoors, depending on the situation he or she is involved in, at any given time. While indoors, the temperature and humidity is reasonably controlled, but while out of doors, the employee is exposed to climatic conditions. The employee may be exposed to dust and fumes and occasionally be exposed to toxic materials.

Physical Requirements:

While outdoors, the employee must occasionally walk on uneven ground, bend, stoop and climb.

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 within geographical location and occasionally outside of assigned geographical location to conduct investigations. 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. Additionally, incumbent must pass a medical examination to ensure fitness.

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 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

Revised: 2/6/2015 **Approved by: RH 2/17/2015**