

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 7/2015)

Classification Title Enforcement Representative II, Contractors State License Board (Non-Peace Officer)	Board/Bureau/Division Contractors State License Board (CSLB or Board)
Working Title	Office/Unit/Section / Geographic Location Enforcement / Investigative Center/San Francisco
Position Number 622-338-8800-004	Name and Effective Date

General Statement: Under general direction by the Enforcement Supervisor I (ES I), the Enforcement Representative II (ER II) will act as the lead investigator in an Investigative Center. The ER II will investigate the most complex re-active consumer complaints based upon the rules and regulations of the Contractors' State License Law. Specific duties include, but are not limited to:

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

45% (E) Investigate complex re-active Consumer Complaints including organized crime groups, major financial diversion, and multiple complaints, involving technical interpretation of CSLB laws, rules and regulations. Perform job site visits to meet with industry experts and conduct interviews with complainants regarding issues such as poor workmanship, abandonment of work, unlicensed activities, violations of building codes and home improvement contract laws **(25%)**.

Independently conduct interviews with respondents and other witnesses. Collect and analyze various forms of documentation pertaining to investigation and violation of Contractors State License Law, such as but not limited to, building permits, correction notices, building plans, criminal history records, etc. Drive an assigned vehicle to/from job sites. Testify in administrative, criminal and civil proceedings. Provide instructions and information to lower level staff, consumers, licensees, and other government agencies **(20%)**.

30% (E) Prepare complex investigative reports, legal actions and non-legal closing summaries from the information gathered during investigations and utilizing information gathered from industry experts, ER I's and from his/her own determinations **(15%)**.

Ensure all reports and actions include all statements, documentation, exhibits, possible law violations and makes recommendations for appropriate disposition of complaints upon closure **(15%)**.

10% (E) Review and analyze evidence and investigation reports of consumer complaints. Review investigation reports of ER Is for accuracy, completeness and soundness of logic. Analyze work processes and recommends innovative and insightful process improvement suggestions to ES I. Coordinate implementation of processes with internal and external customers, ERs and Supervisors.

10% (E) In a lead capacity, act as a technical and analytical resource for lower level staff in the interpretation and enforcement of Contractors State License Board laws, rules, regulations and licensing classification structure; Train and mentor lower-

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level staff in proper work processes; Provide specific, frequent and consistent feedback to ER Is and CSRs.

5% (M) Serve as liaison to the Attorney General and District Attorney's Office. Represent the Contractors State License Board at administrative hearings to present evidence. Examine witnesses and makes legal arguments in non-licensee citation appeals. Provide information and instruction related to regulations and procedures administered by the CSLB to consumers, licensees and other government agencies.

- B. Supervision Received
The ER II is under the general direction of the Enforcement Supervisor I, but may receive assignments from the Enforcement Supervisor II.
- C. Supervision Exercised
None
- D. Administrative Responsibility
None
- E. Personal Contacts
The ER II has regular contact with the general public, CSLB Board, management, staff, and others regarding the laws, rules, regulations and policies relating to the enforcement program. Interacts with the Attorney General and District Attorney's Office to assist in the resolution of construction disputes and perform investigations into violations of Contractors License Law.
- F. Actions and Consequences
The ER II must promptly and accurately engage in the investigation of consumer complaints. The efficiency of the Board's Investigation Centers staff relies heavily on the 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 occasionally 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

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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; good memory for names, faces, and incidents; willingness to travel within assigned geographical location and occasionally outside of assigned geographical location to conduct investigations. The position requires a thorough and detailed knowledge of appropriate laws, rules, regulations, and administrative policy of the Board. The incumbent must also possess a valid driver license, a good driving record, and 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

Revision Date: 7/2015

Approved: 7/2015 RH