

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

Classification Title Enforcement Representative II Non-Peace Officer	Board/Bureau/Division Contractors State License Board (CSLB or Board)
Working Title	Office/Unit/Section/Geographic Location Enforcement/Intake and Mediation Center/Norwalk
Position Number 622-315-8800-001	Effective Date

General Statement: This is a full journey classification and under the general direction of the Enforcement Supervisor I (ES I), the Enforcement Representative II (ER II) will serve as a technical expert and handle the most sensitive and complex issues for the Intake and Mediation Centers. The incumbent independently performs the following duties:

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

- 35% (E)** Review and analyze evidence and investigation reports and recommend whether investigations should be closed or referred to either arbitration or an investigation center; review closing and transfer reports of working level Consumer Services Representatives (CSRs) for accuracy, completeness, and proper disposition; provide specific, frequent and consistent feedback to working level CSRs and Program Technicians (PTs). Recommend and provide training for lower level staff.
- 25% (E)** Act as a lead person and provide and analytical resources to CSRs and PTs in the following areas: interpretation and enforcement of the CSLB laws, rules, regulations and licensing classification structure; complaint resolution methods; proper application of the Business and Professions Penal and Labor Codes; knowledge of construction practices, and direction for dealing with difficult complaint parties.
- 25% (E)** Handle the most sensitive and complex cases such as priority elder abuse or health and safety, industry referrals and legislative requests. Determine appropriate course of action and resolve the case or transfer the case to the investigative center as appropriate. Assist and resolve cases where either the consumer or the contractor is disgruntled. Review and draft response to any correspondence received by Enforcement from consumers, partnering agencies, industry representatives, and contractors.

- 10% (E) Coordinate mediation efforts on multiple complaints; review and analyze complaint trends by tracking non-compliant industries and issues. Make recommendations on potential targeted investigations and outreach needed. Report enforcement training needs, policy changes and statistical reporting trends to the ES I.
- 5% (M) Analyze work processes and recommends innovative and insightful process improvement suggestions; draft and distribute new procedures and coordinates implementation both internal and external. In the absence of the ES I, acts as lead person.

B. Supervision Received

The ER II reports directly to, and receives assignments from, the ES I.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The ER II has regular contact with CSR staff, PTs, other CSLB employees, CSLB management, consumers, and contractors. The ER II may have contact with other state agencies, attorneys, industry associations as well as legislative and assembly member's staff.

F. Actions and Consequences

The ER II must promptly and accurately review the CSRs closing summaries and transfer reports and approve disposition. Failure to appropriate disposition complaints may result in significant financial harm to consumers and a threat to public health and safety. In addition, must handle sensitive complaints timely and professionally and provide outstanding consumer service to maximize consumer satisfaction.

G. Functional Requirements

The Enforcement Representative II works 40 hours per week in an office setting with artificial light and temperature control. The ability to use a personal computer and telephone is essential. Incumbent must have the ability to meet requirements in which are consistent with office work; this requires sitting, standing, bending, and stooping to retrieve files.

H. Other Information

As an ER II in the Intake Mediation Unit, this position requires regular and consistent attendance, punctuality, confidentiality and dependability. The position requires a thorough and detailed knowledge of appropriate laws, rules, regulations and administrative policy of the Board.

The incumbent must demonstrate the ability to act independently with flexibility and tact. The incumbent must have a willingness to occasionally travel, possess a valid driver license, a good driving record, and is expected to drive vehicles safely. Incumbent in this position may be subject to the pull notice program and will be required to submit fingerprints for the purpose of obtaining a criminal record check to the Department of Justice and be cleared before hiring. 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.)

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:
3/2015 – RH**