

Department 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 / San Bernardino
Position Number 622-334-8791-008	Name and Effective Date

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

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

55% (E) Investigation of Consumer Complaints for violations of Contractors License Law (Business and Professions Code):

Conduct initial interviews with complainants to assess the validity of the complaints. Select the appropriate industry experts for the type of complaints that are involved; prepare task orders to secure the service of the expert. Perform job site visits to meet with industry experts and conduct interviews with complainants. 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. (20%)

Perform interviews with respondents and other witnesses; take accurate notes and statements from all parties involved. Collect and analyze various forms of documentation pertaining to investigation and violation of the Contractors State License Law such as but not limited to, building permits, correction notices, building plans, criminal history records, etc. These documents potentially could be used in administrative, criminal and/or civil proceedings. (20%)

Drives an assigned vehicle to/from job sites to perform field investigations, which requires automobile travel to investigation sites. (10%)

Work closely with industry experts to develop accurate and timely inspection reports to determine the appropriate course of action in order to resolve the complaint. Testify, when required, as to their involvements on behalf of the CSLB in administrative, criminal and civil proceedings. (5%)

35% (E) Prepares type-written notes and reports on a laptop computer from information gathered during investigations. Typed reports include all statements, documentation, exhibits, possible law violations, and recommendation for

appropriate disposition of the complaint upon closure. Field notes are submitted with closing summaries if a legal action is not warranted on a complaint.

10% (M) Provides instructions and information to consumers, licensees, and other government agencies. May include attending 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 occasional 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 assigned 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 will participate in the DMV Employer Pull Notice Program. Incumbent in this position will be fingerprinted for the purpose of obtaining a criminal record check and must pass a medical examination to ensure fitness. Additionally, 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 by: EF 9/30/13

Revised: 3/11/2015