



Department of Industrial Relations
State of California

Duty Statement

POSITION BEING FILLED (CLASSIFICATION):	Industrial Relations Representative
WORKING TITLE:	IRR
POSITION NUMBER:	400-546-9483-638
DIVISION:	LABOR COMMISSIONER'S OFFICE
LOCATION:	Santa Ana - WCA
FORM 1#:	004924

TENURE:	Permanent
TIME BASE:	Full time
WWG:	2
CBID:	R01
WORK SCHEDULE:	Monday through Friday
WORKING HOURS:	8:00 am to 5:00 pm

CONFLICT OF INTEREST FILING (FORM 700)	REQUIRED <input checked="" type="checkbox"/> NOT REQUIRED <input type="checkbox"/>
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GENERAL STATEMENT

Under the supervision of the Deputy Labor Commissioner III, a Senior deputy or designee, the Industrial Relations Representative (IRR) assists Deputy Labor Commissioners in performing the less complex assignments such as routine investigations, settlement conferences or inspections. In addition, performs a wide variety of duties of average difficulty involving enforcement of wage and hour laws in the Wage Claim Adjudication (WCA) program.

% OF DUTIES	ESSENTIAL FUNCTIONS
45%	<p>The IRR shall conduct routine assignments of average difficulty, as follows:</p> <ul style="list-style-type: none"> • Interviews workers to identify and determine extent of wage assessment or other violations. • Conducts timely case review throughout the process in order to more efficiently manage caseload. • Gathers relevant facts to apply theories of liability in order to build cases and assess wages or other violations. • Inspects and audits records in order to ascertain violations and compute estimates of amounts due in accordance with the law and under Division policies and procedures. • Schedules and conducts meetings to further investigate claims and educate parties in a timely manner, and to facilitate a resolution to the claims through a negotiated settlement under Division policies and procedures. • Identifies relevant evidence and evaluates requests for subpoenas to facilitate exchange of information among parties in accordance with Division policies and procedures. • Makes recommendations based on gathered facts or evidence. • Initiates and completes reports and legal documents in a timely manner; issues or files such relevant documents in order to process the claim in accordance with the law and under Division policies and procedures. • Maintains contact with the parties on questions or inquiries regarding cases assigned in order to maintain the integrity of the process, and does so in a timely manner. • Researches liable entities using various sources in order to identify and ascertain relevant entity details to build complaints. • Assists Deputy Labor Commissioner in preparing subpoenas of persons or documents in accordance with Division policies and procedures. • Initiates and completes referrals to hearing or to other units and compiles other reports in order to timely process cases in accordance with the law and under Division policies and procedures.
30%	<ul style="list-style-type: none"> • Evaluates and logs correspondence in case management system in order to preserve case management integrity.

	<ul style="list-style-type: none"> • Prepares form letters, agreements, complaints, notices, and other legal forms or correspondence and issues such correspondence as required by law and under regular office procedures. • Prepares and files legal forms with the appropriate government authorities. • Assists in responding to questions or inquiries regarding cases in order to maintain the integrity of the process. • Prepares and coordinates referrals to legal or other units at the direction of Senior deputy or designee. • Assess and collect wages and penalties in order to effect compliance under the law and pursuant to Division policies and procedures. • Monitors multiple payment plans and reconciles relevant payment data in case management system in order to preserve accuracy of such information.
20%	<ul style="list-style-type: none"> • Performs Public Information Duty (PID) by assisting the public in filing claims and providing answers to questions regarding wage claim adjudication or provide relevant resources to inform the public on procedures and laws enforced by the Labor Commissioner's Office. • Serves as liaison to the public; establishes and preserves good relationships with the public; answers questions from the public concerning relevant state laws and procedures. • Responds to requests for records made by the public and pursuant to the Public Records Act and under Division policies and procedures. • Participates in continuous training to enhance law enforcement skills, legal comprehension, and calculation methods and application in order to improve investigatory expertise. • Assists other offices or programs in the performance of similar duties, remotely or in person and under the supervision of multiple Senior Deputy staff or designee. • Makes presentations before a variety of public groups to promote compliance and to enhance public understanding of enforcement activities. • Prepares and refer cases for criminal investigation and assist in the prosecution as appropriate. • Inspect places of employment to determine extent of compliance with the provisions of the Labor Code and Order of the Industrial Welfare Commission.



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	<ul style="list-style-type: none"> • Review and approve applications for entertainment work permits, and issue the permits. • Perform special assignments as directed by the Senior Deputy or Lead.
	MARGINAL FUNCTIONS
5%	Performs other duties as assigned.

CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS	
<ul style="list-style-type: none"> - <i>Work duties are expected to be PERFORMED PRODUCTIVELY & EFFICIENTLY. CONDUCT SHALL BE RESPECTFUL and REFLECTIVE OF A PROFESSIONAL TEAM ENVIRONMENT, AND IN ACCORDANCE WITH THE LABOR COMMISSIONER'S OFFICE MISSION AND VISION.</i> - <i>Communication shall be clear, concise and timely with LEADERSHIP, TEAMMATES, and the public we serve. Communication shall be in a manner that encourages open dialog to achieve mutual understanding, problem solve, and build trust.</i> - <i>Trust is crucial to building a working relationship and team environment. Team members are expected to continually monitor their work, provide timely responses to the public in accordance with relevant policies and procedures, and practice decorum in such communication. Work challenges and the inability to meet deadlines are to be communicated immediately to LEADERSHIP.</i> - <i>Team members are expected to report timely to their work shifts, work the required hours for their time base and in accordance with the position's work week group, abide by relevant attendance policies, and be mindful of the impact of one's attendance to the overall work of the program and team morale.</i> 	



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EMPLOYEE ACKNOWLEDGEMENT

I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above 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 Office of Civil Rights).

Print Employee Name

Employee Signature

Date

SUPERVISOR ACKNOWLEDGEMENT

I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Print Supervisor Name

Supervisor Signature

Date

Labor Commissioner's Office

Wage Claims Adjudication – South 02

