

DUTY STATEMENT



- CURRENT
 PROPOSED

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| CIVIL SERVICE CLASSIFICATION Industrial Relations Representative | WORKING TITLE Intake Investigator | | | |
| PROGRAM NAME Division of Labor Standards Enforcement | UNIT NAME Wage Claims Adjudication Unit | | | |
| ASSIGNED SPECIFIC LOCATION Van Nuys | POSITION NUMBER 400- 551-9483-103 | | | |
| BARGAINING UNIT R01 | WORK WEEK GROUP 2 | BILINGUAL POSITION No | CONFLICT OF INTEREST FILER Yes | BACKGROUND CHECK No |

General Statement

Under the supervision of a Deputy Labor Commissioner III (Senior Deputy) or designee, conducts intake investigations and/or less complex assignments for settlement conferences or inspections. Coordinates and participates in intake workshops or clinics in order to ensure claims filed by workers are complete. Performs referrals to other units, educates the public on labor laws and applies theories in order to assess violations on the liable employers in wage claim processing. In addition, performs a wide variety of duties involving enforcement of wage and hour laws in the WCA program.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

| Percentage of Time Spent | Duties <u>Essential Job Functions</u> |
|--------------------------|---|
| 35% | Analyzes information on the newly filed claims, including Online Wage Claims and contacts and interviews workers and employers in order to obtain further clarification on issues discovered during the claim review process. Gathers and analyzes information using state and federal registration sites, court cases searches to determine liable entities and ascertain relevant entity details to build case complaints. Identifies relevant evidence to facilitate exchange of information among case parties in accordance with Division policies and procedures which will serve to ensure that all allegations and relevant parties are included in newly filed claims. Gathers relevant facts to apply theories of liability in order to build cases, assess wages, and identify violations. Inspects and reviews records in order to ascertain violations and compute estimates of amounts due in accordance with the law and under Division policies and procedures. Maintains contact with parties on questions or inquiries regarding cases assigned in order to maintain the integrity of the process, and does so in a timely manner. Assists other offices or programs in the performance of similar duties, remotely or in person. |
| 20% | Prepares and completes referrals to Deputy Labor Commissioner's to handle settlement conferences or handles referrals to hearing or to other units, subject to manager approval; including performing timely referrals to the judgment enforcement unit in order to accomplish a mechanics lien or to facilitate judgment recovery. Engages parties as needed to help resolve or resolve claims prior to a |

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| | <p>settlement conference and/or supports deputies with conducting less complex settlement conferences. Assesses and collects 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 the case management system in order to preserve accuracy of such information. Assists with the preparation of form letters, agreements, complaints, notices, and other legal forms or correspondence and issues such correspondence as required by law and under regular office procedures. Assists with the preparation and filing of legal forms with the appropriate government authorities. Responds to requests for records made by the public and pursuant to the Public Records Act and under Division policies and procedures. Evaluates and logs correspondence in the case management system in order to preserve case management integrity.</p> |
| 20% | <p>Coordinates and leads intake workshops or clinics with stakeholders by creating schedules, developing intake outlines or other such materials in order to guide how workers must complete their claim forms, including identify all claims, and assistance with calculation of claims. Provides necessary information and education to workers and stakeholders on policies and procedures and the laws enforced by the Labor Commissioner. Coordinates and conducts outreach to employers, employees and community groups or stakeholders by developing presentation materials such as PowerPoint presentations and presenting these to the public. Participates in continuous training to enhance law enforcement skills, legal comprehension, and calculation methods and application in order to improve investigatory expertise.</p> |
| 15% | <p>Monitors and manages all communication and documents received in the Laborcomm and Evidence inboxes, or remotely for multiple District offices when there is an operational need. Drafts and sends timely responses via email and/or letter to, or communicates by phone call with, parties on all case-related requests and/or inquiries that are received via Laborcomm. These requests can include, but are not limited to, case status updates; change of address and/or telephone number from parties; requests for continuances; and submission of new wage claims. Reviews, organizes, and uploads case-related supporting documentation received via the office's Evidence email. Forwards supporting documents to relevant parties and staff in accordance with Division policy and procedure. Routes all messages to appropriate recipients.</p> |
| Percentage of Time Spent | Marginal Job Functions |
| 10% | <p>Performs Public Information Duty (PID) for the Division's public counter by telephone, direct contact or electronic mail by providing information about regulations, policies, procedures, and programs within the Division. Evaluates information about workplace conditions and provides information about potential violations and available laws to address these violations as well as all claim-filing alternatives. Conducts research on the internet and databases to identify employer information. Directs the public to available resources online or otherwise provides informational materials to workers and employers. Responds to inquiries by the public regarding case status by communicating appropriate information available in Salesforce or communicating with respective team member to obtain</p> |



status. Enters all claims received from into Salesforce database. Performs other job-related duties, including takes messages, schedules appointments, transfers calls, and greets visitors.

Conduct, Attendance, and Performance Expectations

- 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.
- 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.
- 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.
- 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.

Supervision Received

Under supervision of a Deputy Labor Commissioner III

Supervision Exercised

None

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts**Work Environment**

High-volume, fast-paced office that handles wage claims and consistently interfaces with the public. May travel to assist other offices with conducting conferences. The incumbent typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. Incumbent may encounter frequent interruptions throughout the work day.

Special Requirements/Other Information

None

Physical Abilities

Required to sit, communicate; frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend or manage up to 20 pounds.

Additional Requirements/Expectations

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Personal Contacts

The incumbent will need to interact with groups of individuals from various socioeconomic and cultural backgrounds in an impartial, tactful, patient, and professional manner. These groups include, but are not limited to, the following: low-wage workers, employers and their representatives, the general public, other governmental agencies and partners, and staff members from other units within the Division. Routinely engages with the public in person and over the phone in order to provide information and assistance in filing wage and garment claims and information about other Labor Commissioner Office programs as well as holding in person conferences.

Employee Acknowledgment

I have read and understand the duties listed above and 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 these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Diversity and Inclusion Office.

Employee Name

Employee Signature

Date

Supervisor Acknowledgment

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

Supervisor Name

Supervisor Signature

Date

HUMAN RESOURCES OFFICE APPROVAL

Rbh
C&P Analyst Initials

1/18/24
Approval Date