

<b>Classification Title</b> Program Representative III (Sup)	<b>Board/Bureau/Division</b> Bureau of Automotive Repair (BAR)
<b>Working Title</b> Enforcement Investigator Supervisor	<b>Office/Unit/Section / Geographic Location</b> Enforcement / Valencia Field Office
<b>Position Number</b> 646-159-6824-003	<b>Name and Effective Date</b>

**General Statement:** Under the general direction of the Program Manager I, the Program Representative III (Supervisor) (PR III) is responsible for the supervision of staff and activities related to the Field Operations and Enforcement Unit. Duties include, but are not limited to:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]

- 70% (E) Administration/Supervision**  
 Plans, organizes, directs, and evaluates the work of subordinate staff, which includes inspections of smog check and automotive repair facilities and investigations of consumer complaints. (25%)  
 Oversees the development of procedures for staff to effectively perform program operations. (20%)  
 Assesses team development, problem solving, and quality improvement systems to ensure performance measures are being attained and establishes processes and controls to ensure timely completion of staff work and projects. (10%)  
 Provides specific and direct supervision to staff involved in sensitive and complex investigations. (10%)  
 Assesses personnel performance and prepares Probation Reports and Individual Development Reports and assesses and implements needed training. (5%)
- 25% (E) Reports/ Policies**  
 Develops, formulates, and assembles statistical data reports for presentation to the Program Manager.  
 Makes recommendations for new policies, procedures, and regulations.  
 Writes reports, correspondence, memoranda, advisory updates, policies, and procedures for Program Manager review and approval.
- 5% (M) Public Outreach**  
 Attends and represents the Department and State at outreach and technical conferences.

B. Supervision Received

The incumbent receives general direction from the Program Manager I.

C. Supervision Exercised

The PR III supervises subordinate technical and clerical staff.

D. Administrative Responsibility

The incumbent is responsible for managing the staff and fiscal resources of the unit. The incumbent plans, organizes, and directs the activities of subordinate technical and clerical staff.

E. Personal Contacts

Daily contact with Office Technicians and other Program Representatives in the field office. Frequent contact with licensees of the Department and the public, as subjects, complainants, or witnesses, regarding complaints filed with the BAR. Weekly contact with other BAR staff and government agencies (law enforcement, district attorneys' and Attorney General's Office) regarding cases assigned to the field office, and program information.

F. Actions and Consequences

Failure to complete assigned casework in a timely manner, or inefficiency in conducting investigations, may have a negative impact on consumers or licensees. Investigations not completed in a timely manner can delay licensing, possibly causing a loss of income for a potential business owner. An inadequate investigation may result in a violation or violator of the Automotive Repair Act to go undetected or unpunished. In addition, an inadequate investigation may result in an administrative action being taken against an undeserving person. It may also result in the loss of integrity to the Department, and the inability to meet BAR's mission, vision, and goals of consumer protection.

G. Functional Requirements

No specific physical requirements are present. The incumbent works in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting, standing, and occasional driving are functional requirements of the job.

H. Other Information

As a PRIII for the BAR, the incumbent routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to sensitive investigative matters at all times. Regular, consistent and timely attendance is required. In addition, the ability to work cooperatively with others, to exhibit courteous behavior toward coworkers and the public at all times are required. The ability to work under changing priorities and deadlines is required. The ability to look and act in a professional manner is required. Knowledge and proficiency in the use of Excel is desired. Knowledge and proficiency in the use of Microsoft Word is required. The ability to communicate effectively is required. A valid California driver's license and a good driving record are also required. The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation.

This position is subject to the Incompatible Work Activity (IWA) Policy of the Department of Consumer Affairs. Unless previously disclosed and resolved, any participation and/or ownership related to an Automotive Repair Dealer, and possession of any Bureau of Automotive Repair license, must be disclosed and resolved pursuant to the IWA policy.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

Conflict of Interest

This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1<sup>st</sup>, and within 30 days of leaving office.

**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.)

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Employee Signature

Date

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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.**

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Supervisor Signature

Date

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Printed Name

**Revised: 11/2024**