

Classification Title	Board/Bureau/Division
Program Representative II (Specialist)	Bureau of Automotive Repair
Working Title	Office/Unit/Section / Geographic Location
Enforcement Investigator Lead	Field Operations & Enforcement Division / Valencia Field Office
Position Number	Name and Effective Date
646-159-6823-008	

General Statement: Under the general supervision of the Program Representative (PR) III (Supervisor), the Program Representative II acts as a lead and technical resource person and independently investigates the more complex cases. The PR II provides instruction and guidance regarding laws and regulations contained in the Automotive Repair Act and performs case data analysis, investigation planning and field training. Duties include, but are not limited to the following:

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

40% (E) Conduct the more complex investigations

Independently examines a variety of records and vehicles to secure or verify information concerning suspected violations and violators. Documents confirmed violations for resolution of complaints.
 Identifies, gathers, assembles and preserves statements, affidavits and other evidence for use in legal action.
 Communicates with consumers and repair facilities in writing, by telephone, or in person to develop facts. Takes statements and interview witnesses.
 Prepares detailed investigative reports to recommend appropriate disciplinary actions.
 Conducts covert undercover vehicle/surveillance operations to ensure compliance with laws pertaining to the Auto Repair Act.

35% (E) Lead to Program Representative I's

Provides technical information and guidance relating to formal investigations and consumer complaint investigations.
 Assists PR I in prioritizing workload and obtaining equipment necessary to conduct proper investigations.

20% (E) Public Outreach

Provides instruction and information to individuals or groups of repair dealers, trade associations, and consumer groups regarding laws and regulations contained in the Auto Repair Act.
 Assists consumers and repair facility representatives contacting the field office in person or by telephone with requests for information.

5% (M) Assists Management

Assists management with the administration and enforcement of the laws and regulations by performing case data analysis, investigation planning, and field training.

B. Supervision Received

The PR II works under the general supervision of the PR III.

C. Supervision Exercised

NONE

D. Administrative Responsibility
NONE

E. Personal Contacts
Extensive contact with PR I's, representatives from other law enforcement agencies, repair facilities, and consumers regarding program information.

F. Actions and Consequences
As a lead, failure to properly provide accurate and complete information to the PR I's could result in an improper investigation being conducted. Ineffective investigative planning could result in delays in the projects and/or outcomes not meeting critical deadlines. 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, costing the Department of Consumer Affairs (DCA) loss of licensing fees and the possibility of loss of income for a person who cannot be licensed (or renewed) until the investigation is completed. An inadequate investigation may result in allowing a violation 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 DCA, and inability to meet the Bureau's mission, vision, and goals to protect the consumer.

G. Functional Requirements
The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Stationary position requirements in the office are consistent with office work. In addition, the incumbent will spend approximately 75% of their time per week in the field, which includes remaining in a stationary position, driving and ambulating. In a normal work shift, an incumbent will frequently be required to use hand manipulations and body movements. Occasionally, an incumbent will be required to maneuver around, underneath and/or over obstacles in the process of investigations. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation.

H. Physical Demands:
In an 8-hour work shift, an incumbent will routinely:

Stand/Walk	Occasionally
Sit	Occasionally
Drive	Frequently
Bend/Stoop	Occasionally
Squat/Crouch	Occasionally
Crawl	Occasionally
Reach/Stretch	Occasionally
Balance	Occasionally
Push/Pull	Occasionally
Carry	Occasionally
Lift	Occasionally
Kneel	Occasionally
Twist	Occasionally
Foot Movement	Occasionally, the incumbent will use repetitive foot movements when driving a vehicle.
Hand Manipulation	The incumbent uses hands respectively for fine manipulating motor skills and firm grasping with all joints and digits for writing or typing reports.

Occasionally = 1-33% of workday
Frequently = 34-66% of workday
Continuously = 67-100% of workday

I. Environmental Conditions:

The incumbent will work both indoors and outdoors, depending on the situation s/he is involved in at any given time. While indoors, the temperature and humidity are reasonably controlled, but while out of doors, the incumbent is exposed to climatic conditions. While driving, the incumbent is exposed to dust and fumes. The incumbent may occasionally be exposed to toxic materials. There is a reasonable expectation of contact with potentially hazardous materials or chemicals.

J. Other Information

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 and consistent attendance is required. In addition, the incumbent must have the ability to work cooperatively with others, to exhibit courteous behavior toward coworkers and the public at all times; report to work on time; work under changing priorities and deadlines; and look and act in a professional manner. Knowledge and proficiency in the use of Excel is desired. Knowledge and proficiency in the use of Microsoft Word is required. The incumbent must have the ability to communicate effectively, both verbally and in writing. A valid California driver's license is also required. Occasional overnight travel may be required. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation.

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.

This position is subject to the Incompatible Work Activity (IWA) Policy of DCA. 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.

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

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