

Classification Title Supervising Special Investigator II (Non-Peace Officer)	Board/Bureau/Division Contractors State License Board (CSLB or Board)/Enforcement
Working Title Program Manager	Office/Unit/Section / Geographic Location Investigation Centers (South)
Position Number 622-301-8545-004	Name and Effective Date

GENERAL STATEMENT:

Under the direction of the Supervising Special Investigator II, Peace Officer (Deputy Chief of Enforcement), the Supervising Special Investigator II [(Non-Peace Officer) SSI-II (Non-P/O)] oversees, plans, organizes, directs, and supervises the work of the Southern Investigation Centers (IC). These centers are responsible for field investigations of construction-related complaints for the Enforcement division. As part of these duties, the SSI-II (Non-P/O) is expected to travel to Southern IC field offices regularly to provide support, oversight, and guidance to investigative staff, ensuring consistent enforcement practices, and addressing operational needs on-site. Specific duties include, but are not limited to, the following:

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

40% (E) Strategic Planning, Leadership, and Oversight of Investigative Operations

Plan, create vision, organize, direct, and evaluate the results, efficiency, and effectiveness of investigative staff responsible for the receipt, investigation, and disposition of complaints targeting unlicensed activity as well as illegal licensed and unlicensed operators contributing to, or engaged in, the underground economy. Direct the work of the IC through subordinate Supervising Special Investigators I [(Non-Peace Officer) SSI-I (Non-P/O)] and track processing times and employee production through enforcement databases and statistical reports. Travel to southern investigative centers to provide technical and program consultation to management and confer with other managers, supervisors, and staff to ensure a consistent and quality statewide program.

Ensure supervisors complete Individual Development Plans (IDP), probationary reports, and annual performance evaluations timely and to assess employee abilities, training needs, and successes. Provide support and guidance to supervisors in the development of solutions, work development plans, training, counseling sessions, and adverse actions to address areas of concern relating to employee matters such as performance issues, attendance, and misuse of equipment. Provide opportunities, training, and constructive feedback, which

encourage and promote growth and development of subordinate staff and allow them to excel in their assignments. Monitor and ensure supervisors and their staff complete all required job training, such as supervisors training, sexual harassment prevention, conflict of interest, and ethics training.

25% (E) Workflow Analysis and Performance Strategy

Review and research time sensitive correspondence received from the Governor's Office, the Business, Consumer Services and Housing Agency, the Department of Consumer Affairs, legislators, the industry, and the general public, and develop proposed responses for the Division Chief or Deputy Chief of Enforcement to address concerns in a timely manner. Controlled correspondence also includes correspondence addressed directly to the Registrar or CSLB Board members.

Communicate verbally and/or through written communication to the SSI-I (Non-P/O) and lower-level staff the Department and Board policies, procedures, and expectations and monitor compliance by reviewing work product for accuracy and quality (case reviews), reviewing statistical reports (performance goals, aged complaints), and assessing time frames.

20% (E) Operational Efficiency and Policy Enhancement

Identify and communicate, in person or by correspondence, to the SSI-Is (Non-P/O) opportunities for improving operational efficiency and effectiveness of the southern ICs. Provide periodic review of enforcement program policies and procedures, and existing CSLB statutes and regulations to ensure they are current, accurate and consistent with CSLB's strategic objectives. Assist with the development and maintenance of standards and guidelines related to program areas. Recommend formulation of, or revisions to, existing enforcement policies, procedures, statutes, and regulations to the Deputy Chief of Enforcement that meet the needs of the CSLB, the public, the industry, the contractor professions, and community organizations and groups.

Conduct regular meetings with SSI-Is (Non-P/O) to ensure fulfillment of established quality, consistency, and performance objectives and initiate corrective measures, as required. Identify performance improvement and conduct training, guidance, and mentorship to achieve Board's objectives and goals.

5% (E) Board Representation and Stakeholder Engagement

Represent the Board when communicating in person, in writing, or via telephone with licensees, consumers, trade associations, government organizations, building officials, and media. Attend, represent, and speak on behalf of the Board at outreach events, Senior Scam events, District Attorney Association meetings, trade associations, law enforcement meetings, and related government organizations.

5% (E) Financial Oversight and Expense Monitoring

Monitor the costs and possible budgeted/unbudgeted expenses associated with use of industry experts, investigative costs, maintenance/repair bills, lost or stolen state equipment, Calcard purchases (office supplies), overtime, and compensatory time off (CTO).

5% (M) Reporting, Presentations, Legislative Proposals, and Strategic Plan

Prepare written reports and make oral presentations to CSLB management and Board members on issues relating to the Enforcement program that may include statistics, process changes, procedures, enforcement stings and sweeps accomplishments, and high profile and politically sensitive investigations. Prepare and/or assist in the preparation of Budget Change Proposals regarding new Investigator positions or new legislative proposals related to improving enforcement operations.

Assist the Division Chief in the development of the Enforcement Divisions Strategic Plan's goals and objectives.

B. SUPERVISION RECEIVED

The incumbent is under the direction of the Deputy Chief of Enforcement and may also receive directions from the Chief of Enforcement (CEA A).

C. SUPERVISION EXERCISED

The incumbent directly supervises SSI-Is (Non-P/O) and indirectly supervises Special Investigators and Office Technicians (Typing).

D. ADMINISTRATIVE RESPONSIBILITY

The SSI-II (Non-P/O) provides technical and program consultation to management to ensure a quality and consistent program. The efficiency of the Board's ICs relies heavily on the direction and support provided by the incumbent. The incumbent reports to the Deputy Chief of Enforcement on the responsibility for the work performed in the ICs. The incumbent must effectively use staff resources to carry out CSLB goals and objectives.

E. PERSONAL CONTACTS

The incumbent has regular telephone/Teams, written and personal contact with the general public, management, staff, and others regarding the laws, rules, regulations, and policies relating to the enforcement program, and works directly with the other governmental agencies relating to the handling of proactive complaints, referrals, and investigations.

F. ACTIONS AND CONSEQUENCES

Incumbent oversees field investigations in the southern ICs and provides day-to-day operational oversight to staff engaged in investigation of consumer complaints. Failure to effectively perform the duties of the position could result in diminished consumer protection or inappropriate action being taken against licensed and unlicensed contractors and failure to meet CSLB's mandate to protect the

consumer or meet the goals and objectives set forth in the strategic plan, mission statement, and established policies and procedures. In addition, CSLB's working relationship with other state agencies, trade and industry groups, and local prosecutors could be harmed.

G. FUNCTIONAL REQUIREMENTS

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week and may be required to work specified hours based on the business needs of the office. 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.

Movement is consistent with office work and requires the incumbent to frequently remain in a stationary position and must frequently move about to and/or from workstations and worksites. The incumbent must occasionally position self to perform a variety of tasks, including retrieval of files and occasionally lift up to 30 pounds.

The Incumbent must travel by vehicle and various methods of transportation to other offices as needed to provide technical and program consultation to staff. The incumbent must attend staff meetings, formal/informal training, communicate program updates, and provide direction and guidance on employee related issues.

H. OTHER INFORMATION

The incumbent must possess effective oral and written communication skills, interpret and apply laws, rules and regulations, identify and take corrective administrative action on specific problems, use good judgment in decision making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, possess knowledge of investigations techniques and procedures, and direct others in the performance of investigatory work and interview techniques, and be responsive to CSLB management and employee needs. The incumbent is responsible for promoting equal opportunity in hires and employee development and promotion, and to maintain a work environment that is free of discrimination and harassment.

The incumbent must possess a valid driver's license, a good driving record, and is expected to drive vehicles safely. The incumbent shall participate in DMV's Employer Pull Notice Program (EPN), which is a process for providing the Department with a report showing the driver's current public record as recorded by the DMV, and any subsequent convictions, failures to appear, accidents, driver's license suspensions, driver's license revocations, or any other actions taken against the driving privilege or license, added to the driver's DMV record. Incumbents in this position will be required to submit fingerprints to the Department of Justice for criminal history background clearance and be cleared before hiring.

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 with 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 1st, 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.)

Employee Signature _____ Date _____

Employee's 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 _____

Supervisor's Printed Name _____

Revised: 1/30/25

Approved: 01/2025 HM