DUTY STATEMENT

☒ **CURRENT**

☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION	WORKING TITLE
Deputy Labor Commissioner I	Wage Claims Investigator

PROGRAM NAME	UNIT NAME
Division of Labor Standards Enforcement	Wage Claim Adjudication Unit

ASSIGNED SPECIFIC LOCATION	POSITION NUMBER
Salinas	400 – 535-9502-294

BARGAINING UNIT	WORK WEEK GROUP	BILINGUAL POSITION	CONFLICT OF INTEREST FILER	BACKGROUND CHECK
R02	2	No	Yes	No

General Statement

Under the direction of the Deputy Labor Commissioner III (Senior Deputy), proactively investigates claims to evaluate compliance with the law. Interviews workers, holds settlement conferences to resolve disputes prior to adjudication of claims. Gathers relevant facts and applies theories of liabilities in order to assess violations and educates the public on labor laws. 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 **Essential Job Functions**
45%	Interviews workers on assigned cases as part of the wage assessment process to identify and determine extent of violations. Conducts case review throughout the wage claim process in order to more efficiently manage caseload. Researches liable entities using various sources in order to identify and ascertain relevant entity details. Gathers relevant facts and applies theories of liability in order to investigate cases and assess wages or 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. Schedules and conducts meetings with workers and employers in timely manner to further investigate claims, educate parties, and/or facilitate a resolution to claims through a negotiated settlement under Division policies and procedures. Identifies evidence relevant to cases and evaluates requests for subpoenas to facilitate exchange of information among parties in accordance with division policies and procedures. Initiates and completes reports and legal documents in a timely manner; issues or files such relevant documents in order to process claims in accordance with relevant laws and Division policies and procedures.
30%	Monitors multiple payment plans and reconciles relevant payment data in case management system in order to preserve accuracy of such information. Evaluates and logs correspondence in case management system in order to preserve case management integrity. Maintains ongoing contact with employees, employers, representatives on questions or inquiries regarding cases assigned in order to maintain the integrity of the process. Prepares and coordinates referrals to the Legal

	Unit or other Division Units. Assists other offices or programs in the performance of similar duties, remotely or in person and under the direction of Senior staff or their designee.
15%	May serve as lead over lower level staff of a district office in the absence of the Senior Deputy and/or at the direction of the Senior Deputy or Regional Manager. Participates in continuous training to enhance law enforcement skills, legal comprehension, and calculation methods and application in order to improve investigatory expertise. Serves as a liaison to the public; establishes and preserves good relationships with the general public; answers questions from the public concerning relevant state laws and procedures; makes presentations before a variety of public groups to promote compliance and to enhance public understanding of enforcement activities. Responds to requests for records made by the public and pursuant to the Public Records Act at the direction of the Senior Deputy or designee. Inspects places of employment to determine extent of compliance with the provisions of the Labor Code and Orders of the Industrial Welfare Commission. Assesses and collects wages and civil penalties in order to effect compliance under the law and pursuant to Division policies and procedures. Prepares and refers cases to the Criminal Investigation Unit, Bureau of Field Enforcement and or local district attorney's office for criminal investigation and assists with the prosecution as appropriate by testifying or through affidavits. Holds hearings, examines witnesses, collects evidence in order to verify compliance and issue a written determination of found violations.
Percentage of Time Spent	**Marginal Job Functions**
10%	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. In addition to conducting research online or in relevant databases, communicates with other programs and/or agencies as needed to identify relevant information about employer's identity, location or operation, including verification of workers' compensation coverage. Refers cases to respective programs and coordinates real time application of recovery tools. Preliminarily communicates with employer or their representative verbally or in writing to address allegations, resolve dispute or advance the claim. 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 status. Participates in claim filing clinics, including assists the public with completing various claim forms and provides information about local advocates that provide free legal services. 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 the direction of the Deputy Labor Commissioner III (Sr. Deputy).

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 constantly interfaces with the public. May travel to assist other offices with conducting conferences.

Special Requirements/Other Information

N/A

Physical Abilities

This position may require the incumbent to remain in a stationary position, occupy and move to different workstations throughout the work floor/office, communicate with the public, inspect documents. The incumbent must constantly operate a computer and other office productivity machinery, such as a calculator and copy machine. The incumbent must constantly position self to navigate workspace, including storage cabinets, under the desks, and move or manage up to 20 pounds.

Additional Requirements/Expectations

The Deputy Labor Commissioner I will be expected to demonstrate a commitment to the Mission and Vision of the Division

Personal Contacts

Routinely engages with the public in person and over the phone in order to provide information and assistance in filing wage claims and information about other Labor Commissioner Office programs.

DUTY STATEMENT

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 Medical Management Unit in the Human Resources Office.

Employee Name	Employee Signature	Employee Sign 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	Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

AGW	05/29/2025
C&S Analyst Initials	Approval Date

State of California
Department of
Industrial Relations
EST. 1927

DUTY STATEMENT

☒ CURRENT

☐ PROPOSED

CIVIL SERVICE CLASSIFICATION	WORKING TITLE
Industrial Relations Representative	Wage Claim Investigator
PROGRAM NAME	**UNIT NAME**
Division of Labor Standards Enforcement	Wage Claim Adjudication
ASSIGNED SPECIFIC LOCATION	**POSITION NUMBER**
Salinas	400 – 535-9483-xxx

BARGAINING UNIT	WORK WEEK GROUP	BILINGUAL POSITION	CONFLICT OF INTEREST FILER	BACKGROUND CHECK
R01	2	No	Yes	No

General Statement

Under the supervision of a Deputy Labor Commissioner III (Senior Deputy) or designee, the Industrial Relations Representative (IRR) assists Deputy Labor Commissioners in performing the less complex assignments such as investigations, settlement conferences or inspections. The IRR 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, the IRR 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 **Essential Job Functions**
30%	Schedules and conducts meetings on less complex cases 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. Gathers relevant facts to apply theories of liability in order to build cases and assess wages or other violations. Identifies relevant evidence and evaluates requests for subpoenas to facilitate exchange of information among parties in accordance with Division policies and procedures. Prepares and completes referrals to hearing or to other units for supervisor review and approval and compiles other reports in order to process cases in a timely manner in accordance with the law and under Division policies and procedures. Prepares and coordinates referrals to legal or other units as directed by the Senior Deputy or designee. 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.
30%	Assists professional staff with less complex investigations that include interviewing workers as part of the wage assessment process to identify and determine extent of violations. 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. Researches liable entities using various sources in order to identify and ascertain relevant entity details to build complaints. Maintains contact with relevant parties on questions or inquiries

	regarding cases assigned in order to maintain the integrity of the process, and does so in a timely manner.
15%	Prepares and completes reports and legal documents for supervisor review and approval in a timely manner; assists with the preparation and filing of relevant documents such as subpoenas of persons and documents in order to process claims in accordance with the law and under Division policies and procedures. 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.
15%	Conducts timely case review throughout the wage claims adjudication process in order to more efficiently manage caseload. 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. Prepares and makes presentations for supervisor review and approval before a variety of public groups to promote compliance and to enhance public understanding of enforcement activities. Prepares and refers cases for criminal investigation and assists in the prosecution as appropriate. Inspects places of employment to determine extent of compliance with the provisions of the Labor Code and Order of the Industrial Welfare Commission. 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. Assists in responding to questions or inquiries regarding cases in order to maintain the integrity of the process. Reviews and approves applications for entertainment work permits, and issues the permits. Performs other job-related duties as assigned.
Percentage of Time Spent	**Marginal Job Functions**
10%	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 status. Participates in claim filing clinics, including assists the public with completing various claim forms and provides information about local advocates that provide free legal services. 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

N/A

Physical Abilities

Ability to remain in a stationary position at a computer workstation for more than 50% of the workday. Ability to communicate with workplace proximity associates. Ability to position self to maintain and use computers and/or other office tools. Ability to frequently move boxes and/or office equipment weighing up to 25 lbs.

Additional Requirements/Expectations

N/A

Personal Contacts

he 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 Medical Management Unit in the Human Resources Office.

Employee Name	Employee Signature	Employee Sign 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	Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

RBH	6/2/2025
C&S Analyst Initials	Approval Date