



CLASS SPECIFICATION

05/24/2018

COMPLIANCE PROGRAM MANAGER, 9165

Summary of Duties: A Compliance Program Manager plans, organizes and directs the work of a large staff of professional, paraprofessional and administrative employees in the Department of Public Works, Bureau of Contract Administration, who provide a variety of compliance services and enforcement activities, which includes reviewing contractor or business applications and bid proposals, conducting field audits and investigations, analyzing payroll records, calculating wage restitutions and penalty assessments, negotiating settlement agreements to correct violations, administering contracts with consultants to support Bureau activities, managing citywide outreach efforts, and recommending approval or denial of affirmative action plans, contract awards or penalties, and certification of businesses by applying consistent and objective criteria; applies supervisory principles and techniques in building and maintaining an effective workforce; fulfills equal employment opportunity responsibilities; and does related work.

An employee in this class ensures that all contractors or businesses who provide services and materials to the City or operate within City limits, comply as required in the areas of First Source Hiring, Service Contract Worker Retention, Equal Benefits, Fair Chance Initiative for Hiring, Non-discrimination, Affirmative Action, Equal Employment, Living Wage, Minimum Wage, Prevailing Wage, including Local Hire and Project Labor Agreements, and the Business Inclusion Program and Disadvantaged Business Plan requirements. A Compliance Program Manager works either in the Office of Contract Compliance or the Office of Wage Standards in the Department of Public Works, Bureau of Contract Administration.

Class Characteristics: A Compliance Program Manager, through subordinate staff, directs the work of employees engaged in diversified functions including compliance or enforcement of the City's centralized City Compliance Program. Employees in this class are responsible for the City's Centralized Certification, Labor and Affirmative Action compliance monitoring, citywide Minimum Wage, Paid Sick Leave outreach and enforcement, Prevailing Wage, Subcontractor Utilization, and various other ordinance compliance monitoring, and special studies and investigations related to regulations governing contract program requirements. Incumbents are bona fide supervisors and are responsible for the performance of the full range of supervisory activities including application of discipline, processing and resolution of grievances, evaluation of performance, and approval of time off and overtime requests.

An employee in this class may act as the division head and report directly to the Assistant Director of the Bureau of Contract Administration. Individuals at this level develop policy recommendations affecting City-wide compliance and labor standard enforcement. Assignments are received in terms of broad objectives, and the incumbents are given latitude in the determination of activities and methods to achieve these objectives.

Examples of Duties:

- Reviews contract compliance and business certification issues contained in pertinent legislation, Board reports, legal opinions or other sources and advises the Bureau Director and Assistant Bureau Director accordingly;
- Represents the Bureau before the Board of Public Works, the Mayor, and the City Council regarding contract compliance or labor standards enforcement matters, certification matters, and presents oral and written reports;
- Interacts with other cities, governmental or quasi-governmental organizations, contractors, union officials, City personnel, and community groups to set standards and guidelines for contract compliance and labor standards including minimum wage programs, certification programs and implementation and enforcement of those programs and standards;
- Enforces City, Departmental, and Bureau policies, practices and procedures in managing the Division's programs;
- Manages the use of Division resources to maximize efficiency;
- Directs the development and implementation of personnel programs for subordinates including counseling, training, and employee development;
- Applies job related criteria in selecting, orienting, assigning, training, counseling, evaluating and disciplining subordinates;
- Assists employees in preparing for promotion and may occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies;
- Reviews contract compliance and certification issues contained in City, State, and Federal legislation, Board reports, legal opinions or other sources and advises the Bureau Director and Assistant Director accordingly;
- Determines the short and long-term goals of the programs in the Office of Contract Compliance or Office of Wage Standards and directs these programs to ensure that objectives and deadlines are met;
- Directs through subordinate managers the operations of a division-level function within a City Department or Bureau;
- Ensures the division is meeting its objectives, work programs, priorities and deadline, and takes corrective actions to achieve such;
- Reviews division wide budget requests and presents recommendations to the Bureau Director for budget priorities related to the division; and
- Responsible for various diversified administrative functions such as wage enforcement investigations, settlement negotiations, contract and procurement administration, compliance with requirements for City contractors, certification of businesses, Project Labor Agreement and local hire administration, and enforcement of labor standards such as worker retention, anti-retaliation, and the Fair Chance initiative for hiring.

QUALIFICATIONS:

Knowledge of:

- Court opinions and Federal, State, and local laws related to equal employment opportunity, affirmative action, business diversity and prevailing wage requirements for contract compliance;
- Current developments and trends in the field of equal employment opportunity and affirmative action, and anti-discrimination issues;
- Current trends in the field of business diversity;
- The City's contract awarding process;
- The functions of the Business Assistance Virtual Network;

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- The principles, practices, methods, and techniques of public administration, management, organization, budgeting/financial administration, and personnel administration;
- Office management practices and procedures;
- Sound supervisory principles and practices including: planning, delegating, and controlling the work of subordinates;
- Techniques of training, instructing, and evaluating subordinate's work performance;
- Techniques for counseling, disciplining, and motivating subordinate personnel;
- Procedures for grievance handling;
- Supervisory responsibility for EEO/AA as set forth in the City's Affirmative Action Program;
- Effective safety principles and practices;
- Current developments and trends in the field of labor standards, minimum wage, and paid sick leave enforcement;
- Memoranda of understanding as they apply to subordinate personnel;
- The City Charter and the City's basic administrative and personnel ordinances, rules, procedures and policies;
- City departments and their activities; and
- City personnel rules, policies, and procedures.

Ability to:

- Deal tactfully and effectively with employers, labor organizations and the general public;
- Work independently to plan, organize, direct, and evaluate a variety of administrative, management, and personnel activities and programs within the Division;
- Organize, direct, and evaluate studies to obtain effective solutions to problems in organization, finance, personnel utilization, procedural analysis, and performance reporting;
- Prepare and present oral and written reports and recommendations concisely, logically, and convincingly;
- Interpret statistical computations, charts, and diagrams;
- Develop subordinates through training and performance feedback; and
- Establish and maintain a work environment to enhance both employee morale and productivity.

REQUIREMENTS

1. Two years of full-time paid experience at the level of Senior Management Analyst developing, implementing and monitoring departmental or organization-wide programs designed to ensure compliance with labor laws, affirmative action, and business diversity policies, rules and regulations, contract and/or employer related City ordinances; or
2. Five years of full-time paid professional experience with the City of Los Angeles developing, implementing, and monitoring departmental or organization-wide programs designed to ensure compliance with labor laws, affirmative action, and business diversity policies, rules and regulations, contract and/or employer related City ordinances.

Appointments to a position in this class are subject to a one year probationary period as provided by Section 1011 of the Los Angeles City Charter.

LICENSE: A valid California driver's license may be required.

Physical Requirements:

Strength to perform average lifting of less than five pounds and occasionally over 15 pounds, good speaking and hearing ability, and good eyesight.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to reasonably accommodate the limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties, responsibilities, and required qualifications of any position shall be.