

Class Concept

Work in this class involves the supervision, coordination, administration, and management of professional employees engaged in enforcing and implementing the provisions of the North Carolina Wage and Hour Act, Medical Payment Law, Controlled Substance Examination Regulation Act, Private Personnel Services Act, the E-Verify Act and Expunction Law. Wage and Hour Supervisors are responsible for one of two geographic districts in North Carolina. Employees supervise a staff of investigators engaged in investigating complaints, educating, and informing employers and employees of their rights, participating in statewide non-compliant industry reviews, and where noncompliance is substantiated, taking corrective action in the form of conciliation, administrative proceedings, civil money penalties and lawsuits. Work includes participating in the development and interpretation of program standards, policies, and procedures, as well as evaluating the overall effectiveness of their district's enforcement and compliance efforts. Employees conduct appeal hearings for employers contesting the findings of the investigators assigned to their geographic district. Employees coordinate and consult directly with the Attorney General's office on issues requiring legal opinions or clarifications.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of the legal aspects of administering the North Carolina Wage and Hour Act and the Fair Labor Standards Act as related to Attorney General's rulings, State and Supreme Court rulings on wage and hour issues, and as applied to the authority of the investigator to subpoena records and conduct audits.
- Ability to supervise, train and function as a resource for lower-level investigators located in field offices throughout the district.
- Ability to plan, coordinate and conduct audit activities of a diverse staff throughout a large district.
- Ability to review all information prepared by investigators on contested cases for final appeal decisions and prepare final decisions.
- Ability to communicate findings effectively in oral and written form, particularly in relation to the summarization and presentation of case findings to the Attorney General's office.

Minimum Education and Experience

Bachelor's degree in business, accounting or law enforcement from an appropriately accredited institution and five years of experience in private or public employment with public administration, business management or labor relations, or in similar compliance work, preferably including at least three years of experience as a Wage Hour Investigator and two years of supervisory or administrative experience, or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.