

**Department of Consumer Affairs**

Position Duty Statement

HR-041 (new 5/04)

<b>Classification Title</b> Staff Services Analyst	<b>Board/Bureau/Division</b> Contractors State License Board (CSLB or Board) Licensing Division
<b>Working Title</b>	<b>Office/Unit/Section / Geographic Location</b> Experience Verification Unit - Sacramento
<b>Position Number</b> 622-218-5157-002	<b>Effective Date</b>

**GENERAL STATEMENT**

Under the supervision of the Staff Services Manager I (SSM I), the Staff Services Analyst (SSA) performs independent analytical staff work and has the discretion to make independent judgments to validate a mandated 3% of completed license application packets to ensure the experience claims are accurate, truthful and the findings are supported by the documentation. The incumbent conducts a comprehensive, detailed analysis and prepares investigative reports of licenses under appeal that were previously denied. Duties include, but are not limited to the following:

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

**60% (E)** Use independent judgment and discretion to interpret and adapt guidelines such as policies, laws and rules when preparing clear and concise, detailed reports that explain each element of the qualification documentation obtained during interviews with applicants, employers, and customers of the applicant, and define the findings of the research. Independently determine if the actual qualifying experience meets the license experience requirement through thorough research and justify the basis of the findings and the recommendation for licensure in each report. **40%**

Maintain telephone and written contact with applicants during the evaluation, assessment and verification process. Identify areas of the application that require further information or clarification in order to meet minimum requirements, and request additional documentation accordingly. When additional documentation is unavailable, define the problem and creatively identify an alternate course of action to assist the applicant to obtain the additional information necessary for a thorough analysis of work experience. If the application is found to have insufficient experience and is denied, the applicant can appeal the denial and the incumbent will monitor the status of appeal and follow up as necessary. **20%**

**20% (E)** Use initiative, experience, and critical thinking to verify, review and evaluate complex income documentation such as:

- W-2, 10-99, Schedule C tax documentation and individual tax returns and calculate working hours per year and hourly rate of pay to establish hours worked per year.
- Evaluate construction projects by reviewing the specific square footage for projects from official building permits, evaluating and utilizing complex calculations from detailed constructions plans or blueprints to establish a scope of work for a variety of separate classifications.
- Review contracts, invoices and material receipts to calculate and determine if the completed project is comparable to the classification being applied for, or falls within another separate classification.
- Use detailed calculations of square footage obtained from acceptable project documentation to determine a monthly/yearly total of work experience in the classification applied for.
- Evaluate college transcripts and approved trade school/apprenticeship program certificates in order to grant from 0 to 36 months of educational credit

in lieu of experience for the classification being applied for based on the degree obtained or classes completed.

- Analyze military discharge papers and training documents in order to assist military veterans in meeting the minimum requirements for licensure. The requirement of having four years of experience in the past ten years is waived for military veterans and there is no limit on backdating experience years during military service.
- Contact and interview employers, certifiers, homeowners, material suppliers, building departments and other validating parties by telephone and written correspondence to gather statements and additional evidence in the investigation of experience claims.
- Utilize and apply CSLB laws, rules and regulations and formulas to determine acceptable experience qualifications.

**10% (E)** Provide technical and consultative assistance and prepare correspondence for the Disciplinary Services Section and the Office of the Attorney General, for applications recommended for license denial and to support preparation of a Statement of Issues for appealed denials. Respond to sensitive and complex telephone inquiries from applicants and explain the appeal process for denied applications. If additional information is provided by the applicant, prepare a Supplemental Experience Verification Report, assess and re-evaluate the experience and use discretion to independently determine whether to withdraw the denial of license or support the denial process.

**5% (E)** Prepare documentation to support license denial and attend meetings to discuss the lacking verifiable supporting documentation with the Deputy Attorney General and discuss and plan the testimony to be given at the administrative law hearing. Provide testimony regarding the experience verification report for appeals and proceed to hearing.

**5% (M)** Respond to telephone inquiries and correspondence from applicants, employers, Licensing Program staff, and other governing agencies regarding the statutes, regulations, policies, and procedures governing the application verification and denial process.

**B. SUPERVISION RECEIVED**

The SSA reports directly to the SSM I and may receive assignments from the Chief of Licensing or Enforcement Representative II.

**C. SUPERVISION EXERCISED**

None

**D. ADMINISTRATIVE RESPONSIBILITY**

None

**E. PERSONAL CONTACTS**

Consumers/Licensees – daily, to gather statements and evidence in the investigation of experience claims; local law enforcement and District Attorneys offices to coordinate prosecution of illegal activity; Office of the Attorney General to assist in the administrative legal action process and hearings; Contractors State License Board (CSLB) staff in daily, routine business communications.

**F. ACTIONS AND CONSEQUENCES**

Incumbent verifies qualifying experience claimed by applicants on their application for licensure and may, based on results of the verification process, recommend denial of the application. Errors in judgment or procedure can result in improper or approval or denial of a contractor license. Unqualified contractors pose a threat to the safety of the public due to substandard buildings.

**G. FUNCTIONAL REQUIREMENTS**

The incumbent works forty (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. Sitting and standing requirements are consistent with office work. Bending and stooping to retrieve files and lifting file cartons weighing up to 15 pounds is sometimes required.

**H. OTHER INFORMATION**

Incumbent is expected to travel occasionally; incumbent must possess a valid driver license and good driving record. Incumbent must possess good oral and written communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to CSLB management needs. Regular attendance and punctuality are essential for this job.

**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.)

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Employee Signature

Date

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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.**

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Supervisor Signature

Date

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Printed Name

Revised: 8/26/2014 - Re-revised 7/20/15

Approved by RH: 7/28/15