

**Department of Consumer Affairs
Position Duty Statement
HR-041 (new 5/04)**

Classification Title Student Assistant (in Criminal Justice, Business Administration, Government, or a comparable major)	Board/Bureau/Division Contractors State License Board (CSLB)
Working Title	Office/Unit/Section/Geographic Location Criminal Background Unit (CBU) / Sacramento
Position Number 622-216-4870-907	Effective Date

General Statement: The Student Assistant, under close supervision and in a learning capacity, will perform administrative, research, and technical duties for the Contractor State License Board's Criminal Background Unit (CBU) within the Licensing Division. The incumbent will learn policies, procedures and techniques, while performing meaningful tasks which are valuable and necessary to the program. Duties include but are not limited to:

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

70% (E) Applicant Criminal History

Answer incoming telephone lines for CBU and using current established criteria, respond to telephone inquiries regarding pending applications, denied applications, and the appeal process. Provide applicant with appropriate general information regarding issuance or denial of a contractor's license or a Home Improvement Salesperson (HIS) registration. **(40%)**

Prepare fingerprinting packets for mailing to license and registration applicants based on in-state or out-of-state applicant status. In-state applicants require a LiveScan form and packet, and out-of-state applicants require a completed fingerprint hard card. **(20%)**

Receive and review applicant criminal histories received from the California Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI), and determine appropriate action using established criteria. Provide written and oral communication regarding rejection letters to applicants due to errors in the LiveScan or fingerprinting process. Communicate as needed with law enforcement agencies, parole/probation officers, and the courts in collecting conviction and rehabilitation documentation. **(10%)**

25% (E) Program Information

Ensure that required record/information are entered into TEALE database and IWAS digital imaging system relating to applicants. Prepare documents for scanning into IWAS. **(10%)**

Research and resolve errors reported on the fingerprint extract summary reports generated by the Information Technology Division. Using the TEALE database, look up applicants personal information (Name, Social Security number, and/or date of birth) to reconcile errors in fingerprint results that are received from DOJ and the FBI. **(10%)**

Provide statistical data and prepare monthly statistical reports as requested by management.
(5%)

5% (M) Review incoming mail and distribute to appropriate CBU staff.

B. Supervision Received

The Student Assistant works under the close supervision of the Staff Services Manager I.

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The Student Assistant has daily contact with applicants, the public, other CSLB and DCA staff, DOJ, law enforcement agencies, parole/probation officers and courts. It is essential that incumbent interact in a polite and professional manner at all times.

F. Actions and Consequences

Render technical information and resolve problems arising with the public, contractors, applicants, and other personnel based on interpretation of the CSLB laws, regulations, and policies. Decisions made must be thoroughly researched and accurate. Inaccurate decisions can result in unqualified individuals being licensed or registered which could jeopardize the health, safety, and general welfare of the public, or can jeopardize the livelihood of applicants by denying licensure or registration without just cause. Also, the information given and decisions made directly affect the accuracy of information provided in other units, such as the Call Center and the Front Counter.

G. Functional Requirements

No specific physical requirements are present; the incumbent works up to 40 hours per weeks in an office setting, with artificial light and temperature control. Daily access to and use of personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. Regular attendance and punctuality are an essential part of the job.

Knowledge of: details regarding laws, regulations, and policies that affect CSLB; modern office methods, supplies, and equipment; and business English and general principles of correspondence preparation.

H. Other Information

Incumbent must possess good 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 Board management needs. Confidentiality and discretion are required due to the nature and sensitivity of the documents handled.

This position has access to Criminal Offender Record Information (CORI). Title 11, Section 703(d) of the California Code of Regulations requires criminal record checks of all personnel who have access to CORI. Pursuant to this requirement, incumbents in this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring.

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

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

Printed Name

Revised: 07/2015