

**Department of Consumer Affairs**

Position Duty Statement

HR-041 (new 5/04)

CURRENT/PROPOSED

<b>Classification Title</b> Office Technician (Typing)	<b>Board / Bureau / Division</b> Contractors State License Board (CSLB or Board) Enforcement
<b>Working Title</b>	<b>Office / Unit / Section</b> Norwalk Statewide Investigative Fraud Team (SWIFT)
<b>Position Number</b> 622-342-1139-002	<b>Effective Date</b>

**General Statement:** Under the general direction of the Enforcement Supervisor (ES) I, in the Statewide Investigative Fraud Team (SWIFT), the Office Technician (Typing) (OT) will perform the most difficult and complex enforcement-related clerical duties at the advanced journey level of this classification. The incumbent performs the following duties:

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

- 30% (E)** Answer incoming telephone calls to the Southern SWIFT unit and educate consumers, other State agencies, licensed contractors, and unlicensed contractors about illegal activity concerning the laws and regulations of the Contractors State License Board including requirements for licensure. In addition, makes a determination when to open complaints for investigation.
- 25% (E)** Type complaint information in the Teale database such as: job site, complainant, respondent, probable violations, date complaint was opened, contract price and who will work the case. Review and encode complaint closures by placing the proper codes in Teale. The information must be coded accurately as reports are generated for management to track trends, complaint type and workload.
- 25% (E)** Type standard warning letters and/or closure letters at the request of Enforcement Representatives and/or Supervisors. Send the letters out to respondents and complainants. Prepare, encode and transmit citation and legal packages to CSLB's Case Management, District Attorney, and other state agencies. Type original correspondence for Enforcement Representatives and Supervisor.
- 10% (E)** Assist in positively identifying suspects for criminal filings by accessing various computer systems such as Department of Motor Vehicle (DMV), Cal-Photo, California Law Enforcement Telecommunication System (CLETS), and Choice Point to obtain information on suspects in response to requests from Enforcement Representatives assigned to the case or the unit Supervisor.
- 10% (M)** Type and maintain spreadsheets for CSLB vehicle usage of those vehicles assigned to the unit including mileage logs and maintenance bills; maintain the SWIFT unit filing system for cases and purge files in accordance to the Department of General Services Retention Schedule; maintain an inventory of office supplies and forms and orders replacements as needed; maintain file of calendared hearing dates and criminal court subpoenas.

**B. SUPERVISION RECEIVED**

The OT works under the general direction of the ES I.

**C. SUPERVISION EXERCISED**

None

**D. ADMINISTRATIVE RESPONSIBILITY**

None

**E. PERSONAL CONTACTS**

The OT has daily contact with CSLB employees, the general public, licensees, respondents and industry associations. Information handled is often of a confidential nature.

**F. ACTIONS and CONSEQUENCES**

The OT must promptly and accurately engage in the investigation of illegal activity by contractors and track the results of the efforts in a statistical report. If the information is not coded accurately, CSLB management will be unable to track trends, complaint type and workload. This will ultimately cause a misallocation of resources.

**G. FUNCTIONAL REQUIREMENTS**

The incumbent works in an office setting, with artificial light and temperature control. The ability to use a telephone and personal computer is essential. The ability to type a minimum of 40 Words per Minute (WPM) is essential. The incumbent uses a personal computer and/or telephone to initiate or respond to work-related email and telephone calls. In this setting, sitting at a workstation and standing requirements are consistent with office work and also requires bending and stooping to retrieve files.

**H. OTHER INFORMATION**

Incumbents in this position will be required to submit fingerprints to the Department of Justice for criminal history background clearance, 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: 9/2/2014  
Approved EF 9/9/14**