

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 5/04)

Classification Title Program Technician III	Board/Bureau/Division Contractors State License Board (CSLB)
Working Title	Office/Unit/Section/Geographic Location Licensing Division/Supplemental Applications Sacramento
Position Number 622-221-9929-026	Effective Date

General Statement: Under the general direction of the section supervisor, the incumbent will be responsible for processing contractors' supplemental applications by interpreting complex licensing statutes and regulations in order to determine if applicants meet mandated requirements for entrance into the trade and business law examination process or examination waiver process. The incumbent is expected to work independently in an adaptive problem solving environment. The duties to be performed include, but are not limited to, the following:

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

50% (E) PROCESS SUPPLEMENTAL APPLICATIONS

30% Process additional classification applications (adding a classification to existing license), replacing the qualifying individual applications (qualifier on a sole owner, partnership, corporate, or limited liability company [LLC] license), and home improvement salesperson (HIS) registration applications. Issue new contractor licenses after examination process has been completed, if applicable, and all issuance requirements have been received.

- Review and evaluate applicants' qualifications in accordance with established criteria, policies, procedures, and laws, such as the CSLB regulations and the Business and Professions Code.
- Review application, transcripts, degrees, and work experience certifications for completeness and accuracy to ensure that the applicant has the mandated qualifications necessary to obtain approval for participation in the CSLB examination or examination waiver process.
- Identify and assess the license's business structure based on the entity, such as sole ownership, corporation, partnership, or LLC as outlined in the CSLB license law.
- Ensure the appropriate qualifiers and associated licensing personnel conditions are met. Verify all corporations and LLCs against the Secretary of State's database system to validate status of corporations and LLCs and associated officers, managers, and members. Review the TEALE database system records and evaluate any possible association with a current or prior contractor license.
- Substantiate any current or prior judgments or enforcement issues associated with the applicant and/or licensee, such as citations, complaints, disciplinary matters, or suspensions. Consult with Case Management in the CSLB Enforcement Division for review and instructions on the appropriate action to be taken prior to continuing the application process, if necessary.
- Determine if additional pending applications are on file.

- 15% Identify specific issues or problems concerning the application and draft correspondence to the applicant rejecting the application and outlining necessary requirements and/or corrective action. Prepare sensitive correspondence in response to the most difficult and complex inquiries regarding the application process.
- 5% Verify active license is valid and has licensing requirements on file, such as a Certificate of Insurance if the license has employees or an Exemption from Workers' Compensation if there are no employees, bonding documentation, live scan fingerprinting clearance, etc. prior to adding a classification or approving a new qualifier for the license.

35% (E) PROCESS RETURNED REJECTED APPLICATIONS

- 20% Monitor rejected applications to ensure that responses are provided within the 90-day established time period. Review corrections to rejected applications to determine if the applicant has completed the necessary information and provided other items as detailed in the returned correspondence and to determine if it is now acceptable to continue the application process. Prepare additional correspondence if application returned in response to your request for corrective action is still not acceptable to inform applicant that correction made is still unacceptable and identify the appropriate corrective action.
- 15% Enter updated application data information on pending record in TEALE database and IWAS imaging systems to ensure that correct information regarding the application processing is current and available to all Licensing, Enforcement, Information Center, and Testing staff.
 - Approve and issue license or HIS registration or update existing license, and update TEALE database and IWAS imaging systems when acceptable application process has been completed.

5% (E) RESPOND TO PHONE CALLS AND FRONT COUNTER INQUIRIES

- Assist supervisor and staff with difficult and complex telephone calls and Front Counter inquiries from the public, applicants, contractors, industry, and other government agencies. Prepare any documents associated with processed applications to be scanned and take to the IWAS imaging unit for processing.

5% (E) REPORTS AND SPECIAL PROJECTS

- Compile weekly statistical reports consisting of types of applications received, processing timelines, backlog issues, etc. to provide the Registrar, Board members, licensees, and the public with the most current and accurate Licensing information.
- Form study groups to identify and develop new processes whenever there are statute or regulation changes which will affect the application process. One of the latest study groups was formed to develop a new application process to license LLCs which was implemented on January 1, 2012.
- Participate in work processing improvement task forces that identify work-related deficiencies and develop recommendations for improvement to Licensing management.

5% (M) ASSIST OTHER STAFF/UNITS

- Assist Application Exam Unit and Application Waiver Unit as needed due to backlog. Assist other units within the Licensing Division if required.

B. Supervision Received

Supervision is provided under the general direction of the unit supervisor.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

Incumbent must communicate daily with applicants, attorneys, license schools, surety companies, and other units, districts, and regions within CSLB, by telephone and in person, to explain statutes and regulations, as well as policies and procedures, and how they apply to a specific application, either regarding a rejection or the current status of an application.

F. Actions and Consequences

If an error is made by incumbent, the consequences could be crucial. An application could be accepted, and the applicant could be scheduled to participate in the required test and could even be issued a contractor license for which he/she is not qualified or entitled. This action could result in harm to consumers throughout the State of California and put the public at risk by hiring an unqualified contractor. This type of erroneous action is very difficult to correct, requiring Enforcement action to resolve.

Additionally, if an applicant is rejected due to an error in processing, it could cause an unnecessary delay in participating in an examination and obtaining a license that may result in financial harm to the applicant.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The position requires bending, stooping, and walking. Ability to handle discourteous and offensive calls/correspondence from the public is essential.

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 CSLB management needs.

Incumbent must use in-depth program knowledge to determine application acceptability and appropriateness. Incumbent must possess knowledge of details regarding statutes, regulations, and policies that affect CSLB; general office supplies and equipment necessary to carry out job duties; business English; and general principles of correspondence preparation and proper telephone techniques. Incumbent acts as an expert resource on the application program and processing policies and procedures and is responsible for consultation with other staff members at all levels throughout CSLB, including Front Counter, Call Center, Enforcement, and Public Affairs staff.

Must have ability to accurately interpret and apply CSLB statutes, regulations, and policies; analyze and resolve problems; provide information regarding other units and aspects of CSLB; work effectively under pressure; communicate verbally and in writing; work independently; in an adaptive problem solving environment, evaluate situations accurately; take effective action; and use good judgment.

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: 05/2013 SS
Approved: 06/2013 JW
BF 08/2013