

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 5/04)

Classification Title Program Technician II	Board/Bureau/Division Contractors State License Board – Licensing Division
Working Title	Office/Unit/Section/Geographic Location License Modification /Renewals Unit Sacramento
Position Number 622-231-9928-016	Effective Date

General Statement: Under the general supervision of the Supervising Program Technician II (SPT II), the Program Technician II (PT II) provides staff and support work necessary for the processing of documents required to ensure proper maintenance of a license. This is the journey level for this series, and the PT II performs the work associated with the License Modification/Renewals unit. Duties include, but are not limited to the following:

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

- 30% (E)** Review and process licensing forms (i.e. Name and Address Change forms, license cancellations, etc.), and renewal applications to verify that the applicant meets the requirements set forth in the applicable legal codes. Review documents to determine if they are acceptable.
- 30% (E)** Research problems and take appropriate action as necessary. Update information on the pending computer record. Correct past errors on the license record. Enter submitted requests on the computer using Teale, Microsoft Word, Outlook Mail and Imaging Workflow Automated System (IWAS). Make telephone calls to licensees for further information or corrections.
- 20% (E)** Answer detailed and/or technical inquiries concerning the status of a document or transaction request from licensees, the general public, governmental agencies and other CSLB personnel. Calls are received directly into the unit or could be escalated from the Information Center at CSLB.
- 15% (E)** Identify specific issues or problems concerning renewal applications or need for changes, and draft correspondence to the licensees that outline the necessary requirements and/or corrective actions. Upon receipt of the revised renewal documents, review and determine if the documents are filled out correctly and or requested changes have been made. Compose correspondence in response to licensee inquiries regarding the status of the documents submitted and or the requirements for making a change to the license record.
- 5% (M)** Receive cross training, attend training classes, or assist other units in Licensing as needed.

B. Supervision Received

The PT II is under the general supervision of the SPT II.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has regular contact with the general public, CSLB Board, management, staff and others regarding the laws, regulations and policies relating to the licensing program.

F. Actions and Consequences

The PT II renders technical information and resolves 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 which could jeopardize the health, safety, and general welfare of the public, or jeopardize the livelihood of applicants by denying licensure 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

The incumbent works 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. Consistently practice excellent customer service skills using good judgment in decision making and exercising creativity and flexibility in problem identification and resolution. Sitting and standing requirements are consistent with office work. Regular attendance and punctuality is essential.

H. Other Information

The PT II may be required to work in other areas in the Licensing Division in order to assist during times of high peak workload or at times when there is a shortage of staff.

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: 10/2013

APPROVED EF 5/6/14