

**Department of Consumer Affairs**

Position Duty Statement

HR-041 (new 12/12)

**CURRENT/PROPOSED**

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| <b>Classification Title</b><br>Office Technician-Typing | <b>Board/Bureau/Division</b><br>Contractors State License Board (CSLB or Board)           |
| <b>Working Title</b>                                    | <b>Office/Unit/Section / Geographic Location</b><br>Examination Administration – San Jose |
| <b>Position Number</b><br>622-433-1139-014              | <b>Effective Date</b>   |

**General Statement:** Under general direction of the Staff Services Manager I, the incumbent has extensive, in-person public contact on a daily basis and performs the most complex examination administration tasks while working at the full journey level and demonstrating a high degree of independence and initiative. The Contractors State License Board (CSLB) conducts testing for applicants for licensure. These tests are administered by computer using Local Area Networks (LANS) at eight remote sites on a daily basis. Duties include, but are not limited to:

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

**50% (E) Examination Administration Support**

SCORE – Use the SCORE examination administration software program, assign applicants to a seat by typing in applicant information. Assist applicants with starting up and understanding the SCORE program for taking their examinations on the computer. Provide appropriate examinations and printed results for the applicants. Type information into the SCORE booklet inventory module to send/receive new and replacement examination booklets. (30%)

TEALE - Use the Teale mainframe system to type in applicant information, in order to cancel existing examinations and process examination reschedule requests made by applicants through reschedule letters or through the Interactive Voice Recording (IVR) mailbox. (10%)

MICROSOFT OFFICE – Type and format general correspondence and standard reports. Type written reports documenting incidents of cheating or other unusual occurrences in the testing center for use by Testing Division management, Enforcement Division staff, and the Office of the Attorney General. (5%)

TEALE/ACCESS/MICROSOFT OFFICE – Complete special projects assigned from Headquarters as required (e.g., typing in data from surveys into Access, typing Subject Matter Expert information into the Teale system to access license status, etc.). (5%)

**25% (E) Security**

APPLICANT MONITORING - Take all necessary precautions and actions to ensure that only applicants are allowed in the testing area as follows: verify the identification of each applicant and direct applicants on how to complete forms. Actively monitor applicants during examinations to ensure that cheating does not

occur. Use good judgment and tact in handling suspected cheating incidents and other problems. Maintain frequent communication with Supervisor and Headquarters lead staff to report applicant activity. Escort applicants from the testing center during emergencies and/or fire drills. Type written incident reports for management staff should an incident come up. (20%)

EXAMINATION BOOKLETS - Check examination booklets to ensure all testing materials are accounted for. Send and receive examination booklets in accordance with examination administration procedures to ensure examination security. Identify damaged examination booklets that need to be replaced. Print booklet inventory as requested to audit booklets. Type changes that need to be made and provide them to management staff. (5%)

**20% (E) Customer Service**

Ensure the testing environment is appropriate for providing adequate surroundings for taking an examination. Ensure the room is quiet and that the room temperature is comfortable. Use correct English grammar to provide verbal instructions to applicants on testing and computer procedures. Answer questions of applicants concerning reexaminations, licensing policies and procedures, examination appeals, and other CSLB functions that are received in person or through the CSLB's interactive voice response (IVR) mailbox. Verify that all required examination booklets, calculators, rulers, and white boards are available and in good condition. Review each examination booklet carefully at the end of each examination and ensure all markings are erased; if booklets are damaged, order new ones. Ensure examination materials and examination stations are sanitary and ready for future applicants. Order new calculators, rulers, and white boards if they are no longer in good condition.

**5% (M) Miscellaneous**

Maintain office supplies for the testing center. Testify at formal misconduct hearings as required.

**B. Supervision Received**

The incumbent is supervised under the direction of the Staff Services Manager I, and will also take direction from a lead staff person in Sacramento who is an Associate Governmental Program Analyst.

**C. Supervision Exercised**

None

**D. Administrative Responsibility**

None

**E. Personal Contacts**

The incumbent has daily contact with the CSLB employees within the various locations. The incumbent also interacts daily with applicants for licensure and works closely with the Testing Division Lead staff to assist with computer applications or malfunctions.

**F. Actions and Consequences**

All materials and applicant information handled by the incumbent is considered confidential. Failure to properly carry out the duties and responsibilities could result in the improper administration of exams and consequently, damage to consumers and discredit to the Board.

**G. Functional Requirements**

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. The ability to type 40 words per minute, use a personal computer, and telephone is essential. The ability to use correct English grammar and punctuation to communicate verbally and in writing is required. The position requires bending and stooping to assist test candidates, walking, occasional light lifting, up to 10-15 lbs. Regular attendance and punctuality is essential for this position.

**H. Other Information**

This position requires confidentiality and discretion due to the sensitivity of the documents handled. Regular and consistent attendance and punctuality is required. This position also requires occasional travel and overtime.

**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

**Approved by RH 5/2015**