

Classification Title Office Technician (Typing)	Board/Bureau/Division Contractors State License Board (CSLB or Board)
Working Title	Office/Unit /Section /Geographic Location Quality Assurance Unit
Position Number 622-301-1139-907	Effective Date

General Statement: Under the direction of the Chief of Enforcement, in the Quality Assurance unit (QA), the Office Technician (OT) performs the most difficult duties of office support services for the Enforcement Unit pertaining to complaints and the Public Works Program. The OT(T) performs at the advanced journey level, demonstrating a high degree of independence and initiative. The duties performed will include but not be limited to:

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

40% (E) Provide general administrative support to the Enforcement Representatives (ER) and Associate Governmental Program Analysts (AGPA) within the Quality Assurance unit, and to the Chief of Enforcement (CEA). Independently process all complaint closures for the Quality Assurance ERs who are responsible for the public works investigations. Process new complaint assignments for ERs, which entails entering the information into the TEALE Data System and deliver the cases to the ERs, which may involve organizing, filing, and photocopying. Type new and update TEALE information such as: job site, complainant, respondent, probable violations, date complaint was opened, contract price, assigned investigator, and parties' contact information. Review and encode complaint closures by placing the proper codes in TEALE. Input any changes in status of the complaint upon/after assignment to an ER. Accurately type information into the TEALE Data System and generate reports for management to track trends, complaint type, and workload. File the complaint folders in the file room, locate, retrieve, and/or refile them upon request.

20% (E) Provide support via telephone, email, and/or other forms of correspondence as CSLB liaison to the public responsive to Public Works inquiries or requests. Answer incoming telephone calls to the QA unit and educate consumers, other State agencies, licensed contractors, complainants and/or respondents about laws and regulations related to Public Works and general consumer complaints, and CSLB's role and responsibility in each with regard to the effect on licensed contractors. Type original correspondence or form letters pursuant to QA case needs or QA controlled correspondence replies or at the request of ERs, AGPAs, or CEA. Send letters to respondents and complainants, and file properly with the case file or maintain a correspondence file as necessary.

20% (E) Serve as "Criminal Disposition Coordinator" for QA and the Enforcement Division (ED) statewide, responsible for tracking the approximately 100 criminal actions per month the ED refers to district attorneys' (DA) offices statewide. Track the criminal actions by entering data into a spreadsheet that can be accessed by management. Generate transmittals for legal actions from QA ER investigations to Case Management. Maintain files of calendared hearing dates and criminal court dates. Maintain files on all disciplinary actions and criminal complaints pending for the district office. Prepare, encode and transmit citation appeal packages to CSLB Case Management, DA, and other state agencies. Create, update, and maintain database of DA offices statewide to include their respective contact information, case referral requirements, and criminal disposition request procedures imposed on state agencies. Maintain spreadsheets of ED cases referred to criminal action with anticipated court dates; systematically contact and

obtain from DA offices any criminal disposition information for cases as they are referred by ED, and update TEALE accordingly.

- 10% (E)** Assist in positively identifying suspects for criminal filings by accessing various computer systems such as Department of Motor Vehicle (DMV), Cal-Photo, Criminal Offender Record Information (CORI), California Law Enforcement Telecommunication System (CLETS), and Choice Point (CLEAR) to obtain information on suspects in response to requests from ERs assigned to a case or from the CEA. As QA CLETS liaison, insure QA compliance with Department of Justice criminal database access and use requirements and CSLB public complaint disclosure pursuant to B&P § 7124.6.
- 5% (E)** Pick up QA mail from the mail room each morning and deliver the mail throughout the unit. Prepare outgoing mail, drop off and pick up mail from the mailroom. Open, date stamp, process and deliver mail to the appropriate QA personnel.
- 5% (M)** Maintain an inventory of office supplies and forms and order replacements as needed. Purge closed investigation files per retention time guidelines.

- B. Supervision Received**
The Office Technician (OT) works under the general direction of the Chief of Enforcement, but may receive assignments from the ERs or AGPAs.
- C. Supervision Exercised**
None
- D. Administrative Responsibility**
None
- E. Personal Contacts**
The Office Technician has daily contact with CSLB Employees as well as the general public, consumers and contractors.
- F. Actions and Consequences**
Failure to timely and accurately process assignments as requested could result in problems with case closures and providing inaccurate information to consumers.
- G. Functional Requirements**
The incumbent works between 30 and 40 hours per week in an office setting, with artificial light and temperature control. The ability to use a personal computer, scanning equipment, reproduction equipment and telephone is essential. Good attendance and punctuality is essential.
- H. Other Information**
Title 11, section 703D California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applications for 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

Approved: 05/2015