

**Department of Consumer Affairs**

Position Duty Statement

HR-041 (new 5/04)

<b>Classification Title</b> Program Technician III	<b>Board/Bureau/Division</b> Contractors State License Board (CSLB or Board)
<b>Working Title</b>	<b>Office/Unit/Section/Geographic Location</b> Licensing Division/Supplemental Applications Sacramento
<b>Position Number</b> 622-221-9929-020	<b>Effective Date</b>

**General Statement:** Under the general direction of the section supervisor, and working at the super-journey level, the incumbent will be responsible for processing contractors' supplemental applications. Interpret the most 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, with very little day-to-day supervision, and 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 by interpreting complex licensing statutes in accordance with established criteria, policies, procedures, and laws, such as the CSLB regulations and the Business and Professions Code, and make an independent determination on eligibility.

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. Verify the applicant has the minimum four (4) years within the last 10 years of journey-level or above experience to qualify for participation in the trade and business law examinations. Possess a thorough understanding of laws, rules and regulations, and the ability to weigh and determine whether a sometimes complex combination of work experience should be accepted during the verification process, or whether the applicant should submit further substantiation.

Identify and assess the license's business structure based on the entity, such as sole ownership, corporation, partnership, or Limited Liability Company (LLC) license as outlined in the CSLB license law.

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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.

Independently 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 most complex applications, interpret the issues and make a determination for a solution. Draft correspondence to the applicant when rejecting the application and outline necessary requirements and/or corrective action. Prepare sensitive correspondence in response to the most difficult and complex inquiries regarding the application process.

Perform a follow-up review upon receipt of a satisfactory application to determine if the appropriate corrections have been made. Input the information into the TEALE database and schedule an examination date for applicant. Update the IWAS imaging system as appropriate.

- 5%** Verify active license is valid and all licensing requirements are 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 previously 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 with corrections in response to a rejection correspondence is still not acceptable. Inform the applicant of the reason the application is being returned to them again, and identify the appropriate corrective action to be taken.

- 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, acting as an expert staff resource, with difficult and complex telephone calls and Front Counter inquiries from the public, applicants, contractors, industry,

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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, acting as an expert staff resource, 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

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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 and problem solving, 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 make complex determinations on 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.)

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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

**Revised: 05/2013 SS Re-revised 5/2015 CP  
Approved: 06/2013 JW**