

Department of Consumer Affairs
 Position Duty Statement
 HR-041 (new 7/2015)

Classification Title Office Technician (Typing)	Board/Bureau/Division Contractors State License Board
Working Title	Office/Unit/Section / Geographic Location Citation Enforcement Unit / Norwalk Office
Position Number 622-354-1139-002	Name and Effective Date

General Statement: Under the general direction of the Office Services Supervisor II, the Office Technician (Typing) performs a variety of complex clerical/technical duties necessary to support the initiation, processing, and maintenance of non-licensee and licensee citation cases in the Citation Enforcement Section. The duties include, but are not limited to:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]

60% Citation and Penalty Payment Processing (E)

- **LICENSEE:** Type various codes on the Contractors State License Board (CSLB) TEALE data base to acknowledge of receipt of citation packages. Research and print license history reports. Prepare the issuance of citations by typing the formal citation with civil penalties and multiple accompanying required notices. Type declarations, package and mail completed citation package. Responsible for filing and monitoring of citation cases. Update TEALE data base to reflect issuance of citation by typing critical information into the data base. Prepare citation package and maintain case folders and filing systems. Monitor licensee compliance with the terms and conditions of the citation. Type compliance status updates to the Enforcement System. Initiate Section 7090.1 License Suspensions and Revocations. Type cover letters for assembled appeal packages and submit them to the Office of the Attorney General. Assemble Adoption Order Packages and submit to the Headquarters Legal Action Deputy. Determine legal process service requirements for legal notices, Stipulated Agreements, Proposed Decisions, Board Orders and other legal documents. Serve legal notices and documents to respondents and other interested parties. (30%)
- **NON-LICENSEE:** Type case status and tickler updates to the Enforcement System. Prepare tickler reports and complete required follow-up activities. Type civil penalty payments to the Enforcement System. Monitor respondent compliance with penalty payment requirements and initiate delinquent penalty payment collection processes and Collection Agency Notifications when required. Prepare and maintain case folders and filing systems. Monitor respondent compliance with other applicable terms and conditions of the citation and type compliance status updates to the Enforcement System as required. Assemble Appeal Packages and submit to the Office of the Attorney General. Assemble Adoption Order Packages and submit to the

Headquarters Legal Action Deputy. Determine legal process service requirements for legal notices, Stipulated Agreements, Proposed Decisions, Board Orders, and other legal documents. Serve legal notices and documents to respondents and other interested parties. (30%)

30% Citation Correspondence and Legal Documents (E)

- **LICENSEE:** Receive telephone, email, and written inquiries regarding licensee citations. Receive inquiries from the public, contractors, governmental agencies, attorneys, legislators, and trade associations, and encompass a broad spectrum of subjects ranging from general licensing information to specific questions regarding pending legal actions. Prepare and type written correspondences for inquiries to be signed by the Enforcement Representative's. Prepare Citations, Installment Payment Plans, Mandatory Settlement Conference Hearing Notices, Settlement Agreements, and Requests for Representation, and Adoption Orders. (15%)
- **NON-LICENSEE:** Receive telephone, email, and written inquiries that encompass a broad spectrum of subjects ranging from general licensing information to specific questions regarding pending legal actions from the public, contractors, governmental agencies, attorneys, legislators, and trade associations regarding non-licensee citations. Type responses to the inquiries for the Enforcement Representative's signature. Type 10-Day Letters, Installment Payment Plans, Mandatory Settlement Conference Hearing Notices, Settlement Agreements, and Requests for Representation, Adoption Orders, and Legal Service Declarations. (15%)

5% Mail, Office Supplies and Equipment, Telephone, and Front Counter Reception (E)

Open, date stamp and deliver mail to the appropriate personnel. Order office supplies for the unit. Perform telephone and front counter reception duties on a rotational basis. Assist the public with EPayment Kiosk and maintain log.

5% Attendance and Timekeeping Duties (M)

Perform attendance and timekeeping duties for the Norwalk office.

B. Supervision Received

The incumbent is supervised under the general direction of the Office Services Supervisor II and may receive assignments from the Enforcement Supervisor I or the Enforcement Supervisor II. Technical assistance and direction regarding the processing of citations is also provided by Citation Processing Center Enforcement Representative IIs.

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The incumbent has daily contact with employees within the Disciplinary and Enforcement Unit as well as other employees at the CSLB locations.

F. Actions and Consequences

Incumbent assists with the preparation and processing of licensee and non-licensee citations. Errors in judgment or procedure can result in incorrect disclosure of license and enforcement activity status information to the public, wrongful criminal action against an unlicensed person, or improper suspension or revocation of a licensee's license.

G. Functional Requirements

No specific physical requirements are present. The incumbent works approximately 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. Sitting and standing requirements are consistent with office work. Bending and/or lifting file cartons weighing up to approximately 15 pounds is sometimes required.

H. Other Information

Incumbent must possess good oral and written 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 and the Department of Consumer Affairs management needs. Regular attendance and punctuality are essential for this job.

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 _____

Employee's Printed Name _____ Classification _____

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 _____

Approved: 8/2015 RH