

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 5/04)

Classification Title Office Technician (Typing)	Board/Bureau/Division Contractors State License Board (CSLB or the Board)
Working Title	Office/Unit/Section/Geographic Location Testing Division / Examination Development / Sacramento
Position Number 622-432-1139-001	Effective Date

General Statement: Under the general direction of the Supervising Personnel Selection Consultant II (PSC II (sup)), the incumbent performs a variety of clerical and data entry duties in the Examination Development Unit (EDU) that is responsible for the development of the CSLB's 46 licensing examinations. Duties include but are not limited to the following:

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

35% (E) Examination Development Workshop Support
Assists EDU staff with the qualification and recruitment of licensed contractors to serve as Subject Matter Expert (SMEs) for examination development workshops and prepares workshop materials. Contacts potential SMEs by phone, fax, Outlook email, and mail. Creates original correspondence in Word. (10%)

Monitors and updates SME attendance in Excel; updates SME recruitment forms in Word; enters SME contact information into the SME ACT recruitment database; verifies license status of potential SMEs using CSLB's Teale database; prepares SME workshop binders using Word mail merges; checks in SMEs for workshops; files SME emergency contact forms; monitors automated telephone voicemail box for the SME line several times per day; responds to SME requests; and routes SME messages to appropriate EDU staff using Outlook to type emails. (25%)

25% (E) SME Travel and Reimbursement
Handles complete SME travel and reimbursement process. Books online travel (air and car rental) for SMEs using Concur; emails itineraries to SMEs and EDU staff using Outlook; updates SME travel information for workshops in the designated Excel file; updates SME travel information forms in Word; maintains SME list of hotels and restaurants; communicates with hotels on the SME list; checks for current contracts for SMEs in Excel files; prepares blank contracts, Payee Data Records, Task Orders, and invoices for SMEs; assembles SME reimbursement documentation including receipts; ensures that SME reimbursement claims are prepared in compliance with the Department of Consumer Affairs (DCA) and CSLB's policies and procedures, including obtaining signatures; prepares SME reimbursement claims for processing at DCA; photocopies reimbursement claims; distributes reimbursement packages to SMEs and DCA; files reimbursement packages in Testing Division storage; tracks SME expenses in an Excel file; and provides assistance to SMEs and DCA regarding reimbursement issues through phone calls and Outlook email.

25% (E) Clerical Projects
Completes various projects as directed by the PSC II (sup) and the Supervising Personnel Selection Consultant (SPSC). Arranges interviews for vacant positions; types and formats follow up correspondence for signature using Word;

independently develops original custom candidate appeal correspondence using Word; drafts, edits, and proofreads formal correspondence in Word for supervisor's signature; reviews and distributes correspondence to appropriate staff; tracks status of correspondence; schedules, reports on, and delivers van for regular maintenance; maintains document retention schedule by shredding confidential material; ensures confidentiality of records; organizes technical library; answers the Must Answer telephone line; forwards calls to appropriate staff; types detailed statistical information into Excel spreadsheets and Word tables; performs mail merges in Word; independently creates both physical and electronic file records; files pass point papers; types cover letters, agendas, and labels for monthly meetings in Word; takes monthly meeting notes; types in Word and disseminates meeting agendas, handouts, and approved minutes; performs general photocopying, faxing, mailing, scanning, emailing, and filing of documents; operates various office machines/equipment; monitors the efficiency of various support tasks; makes suggestions for improvement to supervisor; trains new staff; and provides support to the Examination Administration unit as needed.

10% (E) Survey Projects

Inputs data from occupational analysis surveys by typing on a computer using Access.

5% (M) Legislative and Regulatory Updates

Maintains regulatory code binders by inserting updated pages and removing outdated pages and routes legislative and regulatory update information received from various sources to appropriate EDU staff.

B. Supervision Received

The incumbent is directly supervised by the Supervisor of the EDU, a PSC II (sup), but also receives general direction from the Manager of the Testing Division, an SPSC.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

Routinely interacts on the phone and in person with contractors serving as SMEs. Works cooperatively with EDU and Examination Administration Unit staff.

F. Actions and Consequences

This position requires confidentiality and discretion due to the confidential nature of the examination materials. Security breaches of confidential information could result in significant costs for the CSLB.

G. Functional Requirements

No specific physical requirements are present: 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. Incumbent is required to be able to type at least 40 words per minute. Sitting and standing requirements are consistent with office work.

H. Other Information

Incumbent must possess good communication skills, work independently, manage time and resources effectively, and be responsive to CSLB management needs.

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 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: 3/2/2015

Approved by: RH 3/9/15