

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 Test Monitor	Office/Unit/Section / Geographic Location Examination Administration / San Diego
Position Number 622-433-1139-016	Name and Effective Date

General Statement: Under the 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. The 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 Assignments [Essential (E) / Marginal (M) Functions]

50% Examination Administration Support (E)

SCORE- Using the SCORE examination administration software, 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 CSLB's Interactive Voice Recording (IVR) mailbox. (10%)

MICROSOFT OFFICE- Type and format general correspondence and standard reports. Type written reports documenting incidents of possible misconduct or other unusual occurrences in the Test 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 CSLB Headquarters (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% Security (E)

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 misconduct does not occur. Use good judgment and tact in handling suspected incidents of misconduct and other problems. Maintain frequent communication with Test Center and headquarters lead staff, and provide typed reports of any unusual activity in the Test Center. Escort applicants from the Test Center during emergencies and/or fire drills. (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. (5%)

20% Customer Service (E)

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 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% Miscellaneous (M)

Maintain office supplies for the Test Center. Testify at formal misconduct hearings in rare instances. Scheduling and time reporting for Proctors as required.

B. Supervision Received

The incumbent is supervised under the general direction of the Staff Services Manager I, and will also take direction from lead staff at the Test Center and headquarters.

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The incumbent has daily contact with other CSLB employees working in the Test Center, as well as frequent phone and e-mail contact with headquarters staff. The incumbent also interacts daily with examination candidates in the Test Center.

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, and occasional light lifting up to approximately 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.

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: 9/2015 RH