

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 Examination Administration Technician	Office/Unit/Section / Geographic Location Examination Administration / Sacramento
Position Number 622-433-1139-907	Name and Effective Date

General Statement: Under the general direction of the Staff Services Manager I (SSM I), the Office Technician (Typing) acts independently at an advanced journey level and has in-person and phone contact with the public. The Contractors State License Board (CSLB) Testing Division administers computer-based examinations for applicants for licensure in the building trades. The incumbent works in the Sacramento Testing Division office providing support to CSLB's eight Test Centers and customer service to applicants for examination. This position requires the ability to meet deadlines. Regular attendance and punctuality are required. This position requires occasional travel. Duties include, but are not limited to:

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

30% Examination Reschedules (E)

Process requests from applicants to reschedule their examinations. Type email responses to requests received via the call line, mail, fax and e-mail. Check the scheduling calendar for available dates, special testing requirements, etc. Reschedule applicant examinations in accordance with CSLB policies by typing required information into the CSLB mainframe system. Type in applicants' new contact information, such as addresses and telephone numbers. Confirm status of application and testing eligibility by typing the necessary codes into the Teale database.

25% Testing Center and Headquarters Support (E)

Assist test monitors and proctors in CSLB's Test Centers. Report computer problems and applicant scheduling issues; resolve conflicting applicant data. Provide information to the public on CSLB policies and procedures. Track and process attendance reports for CSLB Testing and remote test center staff. Order office supplies for headquarters and Test Centers. Assist with Test Center schedules. Perform special projects as requested by management (e.g., typing in data from surveys into database, typing Subject Matter Expert information in to CSLB mainframe to access license status, etc.). Very occasionally, testify at formal misconduct hearings as required.

20% Telephone Support (E)

Provide excellent customer service when answering questions from applicants concerning their examinations, as well as inquiries about other CSLB functions that are received by telephone, through the CSLB call center, on the unit's public email, or through the CSLB's interactive voice response (IVR) mailbox. Type and send emails in response to queries.

10% Translator Examinations (E)

Provide applicants with information regarding translator testing. Send translator forms and instructions to applicants who request them. Review translator applications to verify translator's eligibility. Make independent decisions to approve or deny applicants' translators in accordance with CSLB Testing Division policies. Schedule applicants for examinations on designated translator days at appropriate Test Centers. Type information into the translator databases. Process translator documents and ensure that they are provided to the appropriate Test Center before the scheduled examinations.

10% Examination Administration (E)

Work in the Sacramento Test Center (on-site) as needed. Duties in the Test Center include verifying the identification of each examination candidate and assigning each candidate to a seat using CSLB's custom application; monitoring candidates during examinations to ensure that misconduct does not occur; typing and formatting written reports; and documenting incidents of misconduct or other unusual occurrences in the Test Center. Occasionally travel to remote Test Centers to administer tests and/or receive training.

5% Special Examinations (M)

Assist the Examination Administration lead staff with Americans with Disabilities Act (ADA) candidates by arranging appropriate accommodations in the Test Centers.

B. Supervision Received

The incumbent is under the general direction of the Staff Services Manager I (SSM I) of the Examination Administration Unit.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has daily telephone contact with applicants for licensure and with CSLB employees in various locations. The incumbent also has in-person contact with candidates for examination in CSLB's Test Center(s).

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 approximately 20 to 40 hours per week in an office setting with artificial light and temperature control. The ability to use a personal computer and telephone and to type proficiently is essential. The ability to use good English to communicate verbally and in writing is required. The position requires bending and stooping, walking, occasional light lifting, up to approximately 10-15 pounds.

H. Other Information

This position requires confidentiality and discretion due to the sensitivity of the documents, database programs, testing materials and personal information handled. This position also requires occasional travel and occasional overtime.

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: 7/2015 RH