

**Department of Consumer Affairs****CURRENT/PROPOSED**

Position Duty Statement

HR-041 (new 5/04)

<b>Classification Title</b> Office Technician (Typing)	<b>Board/Bureau/Division</b> Contractors State License Board Enforcement Division
<b>Working Title</b>	<b>Office/Unit/Section/Geographic Location</b> Disciplinary Support Services Sacramento
<b>Position Number</b> 622-353-1139-004	<b>Effective Date</b>

**GENERAL STATEMENT**

Under the general direction of the Enforcement Supervisor I (ES I), the Office Technician (OT) assists the Enforcement Representative II's (ER II) to complete the processing of accusations and appeals of license denials. The OT will also perform general office and administrative support services. Specific duties include, but are not limited to:

**A. SPECIFIC ACTIVITIES [Essential (E) / Marginal (M) Functions]****60% (E) ACCUSATION AND COST RECOVERY PROCESSING**

Prepare and maintain case folders and filing systems regarding disciplinary services for the ER II's. Assemble accusation and appeal packages to submit to the Office of the Attorney General. Assemble adoption order packages for submission to the Headquarters Legal Action Deputy. **(20%)**

Type and serve legal notices, stipulated agreements, proposed decisions, adoption orders, orders to show cause, and other legal documents to respondents, complainants, attorneys, and other interested parties. **(20%)**

Log case status and tickler updates to the Licensing and Enforcement Systems. Post case status and tickler updates to the Licensing and Enforcement Systems. Post cost recovery payments and compliance status updates to the Enforcement System. Prepare tickler reports and complete required follow-up activities. Forward cases to an ER II for further action as necessary. **(20%)**

**25 %(E) ACCUSATION, LICENSE DENIAL, APPEAL AND LEGAL DOCUMENTS**

Receive telephone, email, and written inquiries regarding accusations, license denial, appeal correspondence, and other legal documents. Receive inquiries from the public, contractors, governmental agencies, attorneys, legislators, and trade associations; they encompass a broad spectrum of subjects ranging from general licensing information to specific questions regarding pending disciplinary actions. Compose written responses to the inquiries for the ER II's signature. Type Requests for Representation, Orders to Show Cause, and Adoption Orders.

**10% (E)      MAIL, OFFICE SUPPLIES, EQUIPMENT MAINTENANCE, AND TELEPHONE/FRONT COUNTER RECEPTION**

Perform incoming and outgoing mail processing, office supply acquisition, office equipment maintenance, and telephone/front counter reception duties; these duties are performed on a back-up or rotational basis.

**5% (M)      ATTENDANCE AND TIMEKEEPING**

Assist with attendance and timekeeping duties.

**B.      SUPERVISION RECEIVED**

The Office Technician reports under the general direction to the Enforcement Supervisor I and may receive assignments from the Enforcement Supervisor II. Technical assistance and direction regarding the processing of accusations and appeals of license denials is also provided by Disciplinary Services 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/Enforcement Services Unit as well as other employees at the CSLB locations.

**F.      ACTIONS AND CONSEQUENCES**

Incumbent assists with the preparation and processing of disciplinary actions and license denials. Errors in judgment or procedure can result in incorrect disclosure of license and enforcement activity status information to the public or improper denial, suspension, or revocation of a licensee's license.

**G.      FUNCTIONAL REQUIREMENTS**

No specific physical requirements are present. The incumbent works up to forty (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 or stooping to retrieve files and lifting file cartons weighing up to 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 DCA 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

\_\_\_\_\_  
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 by EF: 07/2014**