

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 5/04)

Classification Title Supervising Program Technician II	Board/Bureau/Division Contractors State License Board/Licensing Division
Working Title Supervising Program Technician II	Office/Unit/Section/Geographic Location License Modification / Renewals Unit Sacramento
Position Number 622-231-9925-001	Effective Date

General Statement: Under the general direction of the Licensing Manager (Staff Services Manager I), the Supervising Program Technician II (SPT II) supervises the work of a group of employees in the License Modification / and License Renewals Unit in the Licensing Division of the Contractors State License Board (CSLB). The SPT II is responsible for routing work to employees and to ensure that the work is correctly processed. The processing of documents is required to ensure proper maintenance of a license. Duties include but are not limited to:

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

- 30% (E)** Supervises, plans, organizes, and directs the work of the License Modification and License Renewals Units consisting of eleven (11) Program Technician IIs. The incumbent performs some of the more complex, technical work and prepares written responses to the more difficult inquiries made by licensees. Researches applicable licensing laws and regulations for compliance.
- 20% (E)** Trains new employees and cross-trains assigned staff on all phases of processing transactions. Mentors employees and demonstrates exceptional customer service to all clients, both internal and external. Monitors staffs work for both quantity and quality of performance.
- 15% (E)** Resolves the most involved, complicated and sensitive work-related problems that subordinates are unable to handle. This includes problems arising with the public, contractors, applicants and other personnel either in person, telephone or by written correspondence.
- 10% (E)** Identifies, researches, develops and implements new and revised written guidelines. Gathers data, considers employees input and determines remedy or action. Keeps employees informed of changes in laws or procedures. Identifies problems and provides improvement recommendations on forms and correspondence in order to provide superior service to licensees.
- 10% (E)** Completes Probation Reports and yearly Individual Development Plans for all the staff in the License Modification and License Renewals Unit. Resolves personnel conflicts and disciplinary problems with staff. Leads weekly staff meetings with all the License Modification and License Renewals Units staff. Attends weekly meetings with Management, and monthly supervisor/manager meetings with all other supervisors and managers in the Licensing Division.

5% (E) Prepares and analyzes weekly and monthly statistics, in order to become aware of problem areas and take appropriate action when needed. Evaluates and determines how a backlog situation can most efficiently and effectively be handled.

5% (E) Interviews and selects candidates to fill vacant positions within unit.

5% (M) Works on special projects assigned by the Staff Services Manager I.

B. Supervision Received

The SPT II reports directly to, and receives the majority of assignments from the SSM I; however, direction and assignments may also come from other management within the CSLB's Licensing Division.

C. Supervision Exercised

The SPT II provides close supervision over eleven (11) Program Technicians IIs in the License Modification / License Renewals Unit

D. Administrative Responsibility

The SPT II provides administrative control for the License Modification and License Renewals Unit by providing clear direction and supervision to staff and keeping management informed, so that management decisions can be made.

E. Personal Contacts

The incumbent has regular daily contact with:

1. Employees, peers and direct manager on a daily basis, dealing with routine processing of bonds and worker's compensation insurance information;
2. Other CSLB employees and supervisors throughout the CSLB's Licensing and Enforcement Division on a daily basis, regarding more complex or sensitive cases.
3. General Public, licensees, attorneys and license schools, on a daily basis with routine information.
4. CSLB management on an infrequent basis, on the most sensitive or complex issues relating to contractors licensing laws and regulations.

F. Actions and Consequences

The SPT II must make decisions with regards to the License Modification and License Renewals Unit on a daily basis. Decisions made must be thoroughly researched and accurate. Inaccurate decisions can result in unqualified individuals being licensed which could jeopardize the health, safety, and general welfare of the public, or jeopardize the livelihood of applicants by denying licensure without just cause. Information given and decisions made directly effect the accuracy of information provided in other units, such as the Call Center, Front Counter, and Enforcement. If the information entered into the TEALE or IWAS system is inaccurate, missing information or the wrong decision is made, this would be critical to other units such as Applications, Enforcement, Judgments, License Modification, Renewals, Bonds and Workers' Compensation Units.

G. Functional Requirements

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. Ability to handle hostile and difficult phone calls is essential. Sitting and standing requirements are consistent with office work.

H. Other Information

Incumbent uses the TEALE and IWAS systems, Microsoft Word, Outlook and the Internet proficiently, in order to access information and to communicate with other CSLB staff. The SPT II may be required to work in other areas in the Licensing Division, in order to assist during times of high peak workload, or at times when there is a shortage of staff. Regular attendance and punctuality is essential. The schedule is Monday through Friday from 8:00 a.m. – 5:00 p.m.

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 you are unsure of your 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

Revised: 9/30/2012

Approved by DCA: 10/03/2013