

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 7/2015)

Classification Title Management Services Technician	Board/Bureau/Division Contractors State License Board (CSLB) Division of Administration
Working Title	Office/Unit/Section / Geographic Location Business Services / Payables / Sacramento
Position Number 622-110-5278-XXX	Name and Effective Date

General Statement:

Under the supervision of the Staff Services Manager I (SSM I), the Management Services Technician (MST) performs the less complex gathering and analysis of program information for CSLB offices statewide. Incumbent is assigned specific duties and responsibilities for training, travel, emergency response, inventory/property control, CalCard, and business continuity planning. Duties include, but are not limited to:

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

- 20%** **(E) Training**
Serve as the training coordinator between CSLB staff and Department of Consumer Affairs (DCA) staff. Identify critical training needs, coordinate on-site trainings with management and staff, and/or research available external training to fulfill staff needs. Prepare, review, and process training requests to enroll staff in requested courses. Ensure compliance with training policies and procedures are being met, schedule and coordinate on-site training of required courses when necessary. When a contract is needed for training classes; prepare contract language, statement of work, and budget sheets related to training. Prepare related requisition requests for payments. Maintain a computer database for tracking CSLB employee attendance in training classes and maintain training files for the Board.

- 20%** **(E) Travel**
Serve as a coordinator between CSLB staff and DCA staff regarding CalATERS matters. Monitor and track travel advances and reimbursements. Disperse travel claim and travel advance checks. Resolve travel claim discrepancies by researching problems, contacting related parties, and using available resources to bring about resolution. Serve as the expert travel resource for CSLB.

- 20%** **(E) Inventory and Property Control**
Conduct research; gather information and data to maintain an accurate and efficient inventory and property control system. Seek out the best means to develop a fully functional program; contacting and researching the appropriate sources to accomplish this task. Conduct research of internal practices, policies, and behaviors; contacting and gathering information from DCA; researching laws, statutes, including the State Administrative Manual. This requires the interpretation of policies, procedures, and guidelines to ensure CSLB is in compliance. If CSLB is not in compliance, the incumbent must work to correct, establish, and implement the necessary requirements.

Position Duty Statement
Management Services Technician
Business Services - Division of Administration

Duties include the maintenance of a computer database tracking system of all physical inventory, which includes furniture and equipment. Serve as the Business Services Office (BSO) liaison to DCA and all CSLB Divisions. Incumbent will work with the divisions to replace equipment and survey surplus equipment according to state rules and regulations. Ensure system processes are in place and being carried out, including ensuring property tags are on all new property, that the property is properly marked, is released to authorized personnel, and added to the CSLB tracking system. In accordance with State Administrative Manual (SAM), the incumbent will coordinate with all CSLB offices to complete an annual physical inventory audit of headquarters and field offices, filing required paperwork with DCA and the Department of General Services. Coordinate meetings by reserving and setting up the meeting space. The incumbent may travel CSLB field offices to conduct verification of state owned property, and to maintain the CSLB inventory database.

15% (E) Emergency Response Coordinator

Disseminate and prepare an effective Emergency Preparedness and Evacuation Plan. Select, train, and organize the staff for conducting emergency operations. Ensure that floor wardens maintain current rosters of emergency team members. Post emergency personnel lists and floor maps on bulletin boards and other strategic locations. Direct staff during an emergency until Emergency Response Services arrives on site.

10% (E) CalCard

Serve as the CalCard Administrator back-up for assigned BSO Administrator. Complete and process paperwork to set-up CalCard accounts for newly assigned holders or cancel existing accounts if a holder separates from state service or changes job duties. Ensure CSLB card holders are in compliance with CalCard usage rules. Provide training as needed to all holders and to new CSLB CalCard holders as new cards are assigned. Audit all CSLB CalCard holders billing statements and accompanying documentation to ensure compliance with Departmental and DGS policy. Finalize and submit monthly reconciliation reports to DCA. Prepare written documentation to CalCard holders and their supervisors advising them of inappropriate use and recommendations to ensure and enforce compliance.

10% (E) Business Continuity Planning

Maintain, update, and implement the CSLB Business Continuity Plan. Research, analyze, and develop the plan as required when laws change or new policies are established in relation to disaster planning. This will require researching facility information, unit processes, identifying critical functions, and coordinating with Division Chiefs regarding site specific development of disaster plans. Serve as liaison between DCA and CSLB offices statewide to coordinate required annual plan updates. Duties will include researching requirements, writing and implementing procedures to ensure compliance. Incumbent will also be responsible for implementing the various site specific procedures and training staff as needed. Coordinate meetings by reserving and setting up the meeting space. The incumbent may travel to CSLB field offices to ensure disaster plan measures are in place; where deficiencies are found, correcting and bringing offices to compliance.

5% (M) Invoices

Prepare correspondence to vendors regarding billings, supplies, schedules and discrepancies. Research unpaid invoices from vendors, taking appropriate actions to ensure invoices are paid.

**Position Duty Statement
Management Services Technician
Business Services - Division of Administration**

B. Supervision Received

The MST reports directly to and receives the majority of assignments from SSM I; however, direction and assignments may also come from the Chief of Administration, Associate Government Program Analysts, Staff Services Analysts, and the Office Services Supervisor I's within the Business Services units.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

Frequent contact with CSLB management and staff, vendors, and DCA. Provides clients with direction using the guidelines of the laws and regulations, SAM, policies and procedures; and management memorandums.

F. Actions and Consequences

Failure to process training requests in a timely manner may result in staff missing a job required or job related training class. Failure to process travel claims in a timely manner may result in the staff not being reimbursed for expenses occurred as a result of state related travel. Failure to process invoices in a timely manner may result in late payment fees (additional costs to the State of California).

G. Functional Requirements

The MST works 40 hours a week in an office setting with artificial light and temperature control. The ability to use a personal computer, copier, fax machine, and telephone is essential. The position requires bending and stooping to retrieve files; walking, sometimes outdoors in inclement weather; occasional light lifting, up to approximately 20 lbs.

H. Other Information

As an employee of the Administration Division, this position requires confidentiality and discretion due to the sensitivity of the documents handled. Incumbent must keep current on control agency and departmental requirements such as State Administrative Manual, State Information Management Manual, management memos and budget letters and use knowledge of specific laws, policies and guidelines to determine the requirements associated with the functions/duties assigned to the MST. Regular and consistent attendance is required.

**Position Duty Statement
Management Services Technician
Business Services - Division of Administration**

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: 11/2015 RH