

Department of Consumer Affairs
 Position Duty Statement
 HR-041 (new 5/04)

Classification Title Consumer Services Representative	Board/Bureau/Division Contractors State License Board (CSLB or Board)
Working Title	Office/Unit/Section/Geographic Location Intake/Mediation-Sacramento
Position Number 622-314-8634-005	Effective Date

General Statement: Under the direction of the Enforcement Supervisor I, the Consumer Services Representative (CSR) is responsible for the initial receipt and review of incoming consumer complaints in order to develop facts and determine appropriateness of mediation or referral to investigation. Specific duties include, but are not limited to:

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

- 50% (E)** Contact complainants and respondents by telephone to gather information and facts concerning complaints; contact local agencies, other Contractors State License Board (CSLB) offices and other appropriate parties to develop case information. (25%)

 Conduct telephone negotiations or in-person mediations with complainants and respondents to attempt to resolve complaints; refer complaints which are not resolved to field investigation or make recommendation for closure for no further action when appropriate. (25%)
- 20% (E)** Prepare detailed reports of complaints including statements of parties involved, resolution achieved between parties; or recommendation for closure or referral to field investigation.
- 10% (E)** Answer the more difficult incoming phone inquiries from consumers, contractors, attorneys, building inspectors, etc., regarding the complaint handling process of the CSLB as it applies to resolution and investigation of consumer complaints.
- 10% (E)** Review complaints from consumers, industry, building departments and other government agencies; make initial determination of priority; refer to supervisor those complaints which require immediate investigative attention and provide information on consumer assistance options available to the public. Receive and review California Law Enforcement Telecommunication System (CLETS) material from Program Technician II to be used to identify unlicensed contractors.

5% (M) Prepare responses to correspondence regarding consumer inquiries and issues. Work with consumer and industry groups on outreach/information programs.

5% (M) Represent CSLB when subpoenaed for hearings involving cases previously screened.

B. Supervision Received

The CSR reports directly to the Enforcement Supervisor I.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has regular contact with the general public, CSLB Board, management, staff, and others regarding the laws, regulations and policies relating to the enforcement program.

F. Actions and Consequences

The CSR renders technical information and resolves inquiries arising with the public, contractors, applicants, and other personnel based on interpretation of CSLB laws, regulations and policies. Decisions made must be thoroughly researched and accurate. Information given and decisions made directly affect the accuracy of information provided to consumers and licensees. Inaccurate and untimely processing could jeopardize the health, safety, and general welfare of the public or jeopardize the livelihood of licensees.

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. Sitting and standing requirements are consistent with office work.

H. Other Information

Incumbents in this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring.

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:

EF 4/2014

EF 5/2014

EF 8/2014

DC 12/2014

RH 01/2015

RH 06/2015