

**Department of Consumer Affairs**

Position Duty Statement

HR-041 (new 05/04)

<b>Classification Title</b>	<b>Board/Bureau/Division</b>
Office Technician-Typing	Contractors State License Board
<b>Working Title</b>	<b>Office/Unit/Section / Geographic Location</b>
	Intake/Mediation Norwalk
<b>Position Number</b>	<b>Effective Date</b>
622-315-1139-001	

**General Statement:** The Office Technician Typing (T) works under the general direction of the Enforcement Supervisor I (ES I). The Office Technician (T) works at the advance journey level independently performing difficult clerical duties for the Intake/Mediation Center (IMC). Regular attendance and punctuality are an essential function of this position. Duties include but are not limited to:

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

- 30% (E)** Act as the attendance coordinator for IMC staff. Maintain monthly leave balance usage on a spreadsheet, track daily attendance, gather timesheets, proof timesheets for errors, make copies of timesheets, distribute timesheets to all staff and maintain copies of personnel timesheets. Ensure that leave credits have been accounted for and provide attendance information to CSLB Personnel Analysts on a timely basis. Reconciles leave discrepancies by reviewing Leave Activity & Balance (LAB) reports for employees and supervisor. Prepare and fax Dock Reports and submit in a timely manner to Office of Human Resources (OHR). Act as a liaison between IMC staff and Personnel Analysts to resolve any routine personnel issues i.e. employee benefits, leave credits, etc.
  
- 25% (E)** Gather and type complaint handling statistics into spreadsheets in regards to the IMC effectiveness in: Helping consumers obtain restitution known as Savings to the Public (STP); Verify the input coding of workers compensation suspension on TEALE for contractors that fail to have proper workers compensation. Compiling statistics on complaints that are transferred out of the IMC to the Investigative Centers and those closed out in the IMC. Count individual complaint handling statistics for IMC staff. Provide completed spreadsheets to the Staff Services Analyst each month.
  
- 20% (E)** Using computer software programs and templates, the incumbent will type and transmit a wide variety of correspondence such as: informational letters to the general public; complaint related correspondence to complainants or respondents and Arbitration packages for qualifying complaints. Prepare and distribute office schedule, under direction of ES I, for staff who will process incoming and outgoing mail and answer the public telephone for the IMC.
  
- 10% (E)** Input key information into computer program in order to obtain DMV Soundex and CalPhoto, including 6 packs of pictures, from CSLB California Law Enforcement

Telecommunication System (CLETS) terminal to assist Enforcement Representatives to positively identify an unlicensed operator and present the case to the district attorney for a criminal filing.

**5% (E)** Review incoming advertising complaints provided by contractors, the public or other CSLB enforcement units. Advertisements are in the form of business cards, flyers, internet print outs and yellow pages. Determine which advertisements have priority and make assignment of a complaint on TEALE database.

**5% (E)** Monitor and order supplies as necessary through the state process for standard and non-standard items. Maintain inventory of inter office form supplies, which involves keeping a constant inventory of all forms used in the IMC and ordering as necessary. Act as liaison for office equipment repair, including the telephone (ACD) system. Assist Program Technician II(s) in maintaining file systems for the IMC. File closed complaints and correspondence and is responsible for purging files. Responsible for keeping accurate records as to retention schedules.

**5% (M)** Mail processing includes opening, sorting, and distributing incoming mail which includes complaint forms from the general public, contractors and other government agencies. Act as a backup to Program Technician II(s) for mail processing and answering the public telephone.

**B. Supervision Received**

The incumbent is directly supervised by the ES I but may also receive direction from the Staff Services Analyst and Enforcement Representative II.

**C. Supervision Exercised**

None

**D. Administrative Responsibility**

None

**E. Personal Contacts**

The incumbent has daily contact with CSLB employees within the Norwalk IMC as well as other CSLB employees located statewide. As the unit's attendance liaison, incumbent has frequent contact with the Department of Consumer Affairs' personnel staff and CSLB Personnel Analysts. In addition, the incumbent has infrequent contact with the public and other governmental agencies to order supplies and maintain office equipment.

**F. Actions and Consequences**

Failure to properly carry out the duties and responsibilities of the position could result in damage to consumers and discredit to the Board, as the incumbent handles and prepares sensitive documents and correspondence that must be processed timely.

**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, telephone with message machine, copiers and printers is essential. Sitting and standing requirements are consistent with office work.

**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, maintain confidentiality, and be responsive to CSLB and DCA management needs. Regular attendance, punctuality and typing are essential functions of the position. The incumbent must be able to type at least 40 words per minute.

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.)

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Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

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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.**

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Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

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Printed Name \_\_\_\_\_

**Revised: 02/18/2015**  
**Approved:**  
**RH: 8/25/2015**