

**Department of Consumer Affairs**

Position Duty Statement

HR-041 (new 7/2015)

<b>Classification Title</b> Office Technician-Typing	<b>Board/Bureau/Division</b> Contractors State License Board (CSLB or Board)
<b>Working Title</b>	<b>Office/Unit /Section /Geographic Location</b> Enforcement Investigative Center Sacramento- North
<b>Position Number</b> 622-331-1139-801	<b>Name and Effective Date</b>

**General Statement:** Under the general direction of the Enforcement Supervisor I (ES I), the Office Technician (OT) performs the most difficult clerical tasks for the Enforcement Unit pertaining to complaints. The OT performs at the advanced journey level, demonstrating a high degree of independence and initiative. The duties performed will include but not be limited to:

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

**45% (E)** Processes all complaint closures which entails entering information into the Teale Data System using a computer, type violation warning letters on the computer and transmittals for legal actions to Case Management; maintains file of calendared hearing dates and criminal court dates; maintains file on all disciplinary actions and criminal complaints pending for the district office. Prepares and transmits citation appeal packages to Case Management **(25%)**.

Processes new complaint assignments for Enforcement Representatives which entails typing the information into the Teale Data System on the computer and delivering the cases to the Enforcement Representatives **(20%)**.

**25% (E)** Responds to requests from Enforcement Representatives and Supervisors for copying, mailing or filing; processes Industry Expert inspection requests encoding information into the Teale Data System on the computer and filing into investigative files and maintains a log of billing invoices; picks up Enforcement Unit mail from the mail room each morning and delivers the mail throughout the unit; answers the unit telephone.

**10% (E)** Maintains files on all agency owned vehicles including mileage logs and maintenance bills; maintains an inventory of office supplies and forms and orders replacements as needed; purges closed investigation files per retention time guidelines; compiles the unit's monthly case closure reports using a computer and forwards statistical data to unit supervisor; updates the Action Report in the Teale Data System on the computer.

**10% (E)** Using the computer, the incumbent types, prepares and generates arbitration forms, mailing them to the complainant and respondents; upon receipt of completed forms, the incumbent encodes the Teale Data System with the appropriate information and transmits Arbitration case

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referrals to Mandatory Arbitration (MARB) and Voluntary Arbitration (VARB) to Case Management and appropriate arbitration program.

Accesses DMV, Cal-Photo, CLETS and ChoicePoint computer systems to obtain information on suspects then submits the information to the Enforcement Representative assigned to the case.

**5% (E)** Explains Contractors State License Laws, rules, regulations, and CSLB policies to the public, by telephone, through correspondence, and at the public counter; explains license classifications, license application process, bond requirements, and CSLB functions to the public, contractors, attorneys, legislators, and other state and local agencies (Deputy Attorney General and local District Attorneys).

**5% (M)** Develop and type correspondence, using templates and drafting original documents to the general public, interagency communications and district office memorandums.

**B. Supervision Received**

The Office Technician (OT) works under the general direction of the ES I.

**C. Supervision Exercised**

None

**D. Administrative Responsibility**

None

**E. Personal Contacts**

The Office Technician has daily contact with CSLB Employees within the Investigative Center as well as other CSLB employees throughout the state, the general public, consumers and contractors.

**F. Actions and Consequences**

Failure to timely, and accurately process assignments as requested could result in problems with case closures and providing inaccurate information to consumers.

**G. Functional Requirements**

The incumbent works up to 40 hours per week in an office setting, with artificial light and temperature control. The ability to use a personal computer, scanning equipment, reproduction equipment and telephone is essential.

**H. Other Information**

Pursuant to this requirement, applications for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring.

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**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: 09/2015**

**Approved: 10/2015 RH**