

**Department of Consumer Affairs**  
Position Duty Statement  
HR-041 (new 7/2015)

PROPOSED

<b>Classification Title</b> Student Assistant	<b>Board / Bureau / Division</b> Contractors State License Board (CSLB) Division of Administration
<b>Working Title</b>	<b>Office / Unit/Section / Geographic Location</b> Business Services Unit / Sacramento
<b>Position Number</b> 622-110-4870-907	<b>Name and Effective Date</b>

**General Statement:**

The Student Assistant (SA) will work under close supervision of the Staff Services Manager I; however, direction and assignments may also come from the Staff Services Manager II, Associate Government Program Analysts, Staff Services Analysts, and the Office Services Supervisor I's within the Business Services units. The SA will work in a learner capacity to assist with a variety of Business Services functions related to the preparation and processing of Business Services documents. Duties include, but are not limited to the following:

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

**40% (E) BUSINESS SERVICES UNIT:**

Assist Business Services staff with the preparation of purchasing/contract packets; this involves making copies, sorting Business Services requests, and filing documents. Documents include Cal-Card packets, contract documents, facility files, training certificates, vehicle invoice, and various employee requests such as badge or business card requests. **(15%)**

Review completed Business Service unit contracts and/or procurement documents for filing. Documents include invoices, printing documents, purchase orders, and requisitions. Utilize the Records Retention Policy, as mandated by CSLB, the Department of Consumer Affairs (DCA), and the State of California, to track and maintain Business Services files, properly purging documents within the approved timeframe. **(15%)**

Securely maintain surplus desk and office keys for CSLB headquarters. Organize and maintain key storage system. Replace desk locks as requested by management. Track office keys issued to staff, ensuring all keys are accounted for and assigned to appropriate staff. **(5%)**

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Securely maintain temporary badges, issuing loaner badges to CSLB staff when needed. Maintain accurate log to properly account for all temporary badges. **(5%)**

**30% (E) IMAGING WORKFLOW AUTOMATIONS SYSTEM (IWAS) UNIT:**

Scan documents into IWAS. Perform quality control checks on all batches prior to scanning by verifying that the cover sheet correctly identifies the document type and template for the documents in the batch. Ensure all staples and paper clips are removed from the documents in order to prevent paper jams and /or damage to the scanner. Create the batch and scan the document into the IWAS system using the high speed scanning machine to convert the paper documents into electronic images for approximately 300 document types using 14 different templates. **(15%)**

Perform quality control checks on all scanned batches to ensure documents are scanned under the correct template, the document cover sheet accurately identifies all documents within the batch, and that each image scanned is legible and acceptable. Verify the count on the scanner matches the document count written on the batch cover sheet. If the batch counts do not match, take appropriate steps to correct. Index the documents by selecting the corresponding batch number in the imaging folder of scanned batches. Enter the unique identifier (license and/or application number), the date CSLB received the document, and the document type into the index entry fields for the imaged document captured. Visually verify the information entered into the system is correct to ensure the document is accurately committed into the system. **(10%)**

Follow detailed manual procedures to perform daily cleaning of the scanner. Perform amp gain adjustment on the scanner to calibrate the quality of the scanned image, and complete the scanner log. **(5%)**

**20% (E) MAILROOM:**

Assist Mailroom staff to process CSLB incoming and outgoing mail, ensuring all documents are accurately labeled prior to distribution. Open, date stamp, and sort incoming mail, ensuring that it is accurately delivered to the various units within CSLB. Log all incoming, express, and certified mail; inputting the information into the computer for tracking the routing status. Research and make determinations as to who should receive correspondence when it is not clearly addressed to a specific individual. Prepare outgoing mail for delivery to the post office and/or DCA. **(15%)**

Update employee mail delivery unit lists monthly to verify that the employees listed on the unit lists match the current CSLB roster. **(5%)**

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**10% (M) ADDITIONAL ASSIGNMENTS**

Maintain office supplies for Business Services and IWAS units. Inventory, organize, and track supplies used, submitting order requests as needed to Business Services procurement analyst.

**B. Supervision Received**

The Student Assistant works under close supervision of, reports directly to, and will receive the majority of assignments from the Staff Services Manager I over Business Services; however, direction and assignments may also come from the Division of Administration Staff Services Manager II, 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**

The SA has daily contact with CSLB staff via telephone, computer, and in person within headquarters.

**F. Actions and Consequences**

Failure to accurately prepare and or maintain Business Services documents, such as contracts, IWAS forms, and mail could result in documents being misdirected or lost. This could cause an interruption of services provided to CSLB programs and ultimately to the consumer and licensee. Accuracy is crucial to the operation of CSLB, primarily to the Licensing and Enforcement units, errors may result in litigation issues for the CSLB.

**G. Functional Requirements**

The incumbent works up to 40 hours per week in an office setting, with artificial light and temperature control. This position requires bending and stooping to retrieve boxed documents; occasional light lifting of up to 30 pounds; and sitting and standing requirements which are consistent with office work. The ability to use a personal computer, scanning equipment, and telephone is essential.

**H. Other Information**

As an employee of the Division of Administration, this position requires discretion due to the confidential and private information in the documents handled. The ability to problem solve, prioritize workload, and work independently is required. Regular consistent and predictable attendance is required as well.

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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 your 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

**Approved: 10/2015 RH**