

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

<b>Classification Title</b> Supervising Program Technician III	<b>Board/Bureau/Division</b> Contractors State License Board (CSLB) Licensing Division
<b>Working Title</b> Information Center/Public Counter Supervisor	<b>Office/Unit/Section/Geographic Location</b> Licensing Division Sacramento/Headquarters
<b>Position Number</b> 622-261-9926-001	<b>Name and Effective Date</b>

**General Statement:**

Under the general direction of the Staff Services Manager I, the Supervising Program Technician III, will supervise lower level staff in the Information Call Center and the Public Counter. Independently and through subordinate supervisors, the incumbent:

**A. SPECIFIC ASSIGNMENTS [Essential (E) and Marginal (M) Functions]**

- 35% (E) Plans, organizes, and directs CSLB's Information Center and Public Counter. Serves as the lead supervisor for Information Center and Public Counter staff and reports directly to the Staff Services Manager I. Serves as the lead technical expert related to the dissemination of consumer/contractor information, CSLB licensing issues, and CSLB laws and regulations.
- 30% (E) Supervises and trains Program Technicians and Supervising Program Technicians. Meets regularly with subordinate supervisors and staff to discuss problem areas and implement new policies and procedures. Interviews and selects candidates to fill vacant positions. Completes probation reports and yearly individual development plans. Initiates and resolves adverse actions and disciplinary actions as necessary.
- 20% (E) Analyzes workload statistics and makes recommendations for process improvements. Develops training and procedure manuals. Helps develop and expand the skills and capabilities of program staff.
- 10% (E) Establishes and maintains effective and cooperative relations with department staff, other government agencies, and the public. Collaborates frequently with other CSLB units to streamline workflow. Works with other government agencies to determine the appropriate jurisdictional responsibility and resolves the most complex public inquiries.
- 5% (M) Works on special projects assigned by CSLB management such as developing specialized training programs and licensing program reports.

**B. SUPERVISION RECEIVED:**

Under the general direction and supervision of the Staff Services Manager I.

- C. SUPERVISION EXERCISED:**  
Directly supervises two Supervising Program Technicians IIs and indirectly supervises the work of the Program Technicians.
- D. ADMINISTRATIVE RESPONSIBILITY**  
Responsible for the day-to-day management of the Information Center and Public Counter staff.
- E. PERSONAL CONTACTS**  
Has regular contact with the public, contractors, applicants, and other personnel. Some contact may be irate and hostile.
- F. ACTIONS AND CONSEQUENCES:**  
Render technical information and resolve problems arising with the public, contractors, applicants, and other personnel based on interpretation of the CSLB laws, regulations, and policies. Decisions made must be thoroughly researched and accurate. Inaccurate decisions can result in unqualified individuals being licensed which could jeopardize the health, safety, and general welfare of the public, or jeopardize the livelihood of applicants by denying licensure without just cause. Also, the information given and decisions made directly affect the accuracy of information provided in other units.
- G. FUNCTIONAL REQUIREMENTS**  
No specific physical requirements are present. 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**  
Must be proficient in all CSLB licensing-related computer programs and Microsoft Office programs.

**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: 11/2015

Approved: 12/2015 RH