

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 7/2015)

Classification Title Office Technician-Typing	Board/Bureau/Division Contractors State License Board (CSLB or Board)
Working Title	Office/Unit /Section /Geographic Location Enforcement Investigative Center Sacramento-South
Position Number 622-331-1139-011	Name and Effective Date

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, types 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 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 referrals to

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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 Board 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) Develops and types 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 OT 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 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

Applicants 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.)

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

Revised: 09/2014

Approved: 12/2015 RH