

<b>Classification Title</b>	<b>Board/Bureau/Division</b>
Staff Services Analyst	Contractors State License Board
<b>Working Title</b>	<b>Office/Unit/Section/Geographic Location</b>
	Enforcement Services Section Enforcement Arbitration Program Support Sacramento
<b>Position Number</b>	<b>Effective Date</b>
622-355-5157-002	

**GENERAL STATEMENT**

Under the supervision of the Enforcement Supervisor I, in the Enforcement Services Section, the Staff Services Analyst (SSA) performs analytical staff work and program analysis related to the CSLB arbitration program. The SSA independently evaluates documents submitted by consumers, licensees, and the arbitration contractor. The SSA acts as the expert resource for CSLB Enforcement staff investigating consumer complaints referred to arbitration. Also, the incumbent acts as the liaison between CSLB and arbitration contractor. The incumbent performs duties, which include but will not be limited to:

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

**ARBITRATION PROGRAM**

**70% (E)**

**Arbitration Case Management and Program Review**

Formulate monthly reports of cases using the TEALE database referred to the arbitration program, and evaluate monthly reports to identify any discrepancies. Submit a monthly arbitration case management report to CSLB management, and make recommendations regarding the discrepancies. Review and calculate arbitration case referrals received from field staff for accuracy and completeness and determine whether cases should be referred to arbitration, or resolved by a different means such as, mediation, further investigation or having a license suspended or revoked. Review licensee records for personal culpability, other associated entities, and analyze if associated licenses are renewable, and if Responsible Managing Officer is currently associated with the license(s). Research licensee to ensure that the person identified on the license is the correct person by looking up date of birth, addresses etc. Review and analyze bankruptcy documents for impact of decisions, and determine the course of action to be taken. **(20%)**

Create and maintain arbitration case folders in organized filing systems, and automated case status and award tracking systems for arbitration program cases. **(5%)**

Serve as the subject matter expert resource person for CSLB enforcement staff for questions regarding the arbitration program and inquires by staff on cases referred to arbitration. Research laws, regulations and procedures regarding arbitration program and respond by correspondence relating to status inquiries from homeowners, licensees, lawyers/representatives/ agents, and the arbitration agency. Analyze trends in arbitration cases. Provide CSLB enforcement staff with ways to potentially improve the arbitration process. Review existing press

releases to ensure that information pertaining to the arbitration program are correct. Create associated records and generate correspondence letters to appropriate licensees. **(25%)**

Develop and maintain monthly and annual statistical reports relating to the arbitration program; number of cases referred to arbitration by investigative centers, types of decisions, payments, appeals, stay orders, suspensions, defaults, and revocations. Act as a CSLB's liaison with American Mediation Company, and Attorney Generals. Track and monitor arbitration cases in arbitration process and after decision has been rendered, review and analyze post arbitration awards for completeness and appropriate disposition, post award terms, and tickler updates to the Enforcement System. Advise parties regarding potential consequences of any failure to fully comply with the award decision and alternative dispute resolution processes that are potentially available to address any unresolved issues. Initiate license suspensions and revocations pursuant to authority provided under Section 7085.6 of the Business and Professions Code. **(20%)**

**25% (E)      ENFORCEMENT SERVICES SECTION PROCESS ANALYSIS AND IMPROVEMENT**

Perform analyses of Enforcement Services Section (ESS) processes and process performance. Identify and assess potential process improvements. Assist in implementing business improvement initiatives. Create and maintain *Enforcement System Quick Reference Guides* for use by Enforcement Services Section. Review existing ESS policies and procedures. Update ESS policies and procedures when new laws and/or regulations are adopted.

**5% (M)      PREPARING REPORTS**

Prepare occasional reports pertaining to unit/staff highlights/accomplishments, for inclusion in various enforcement packets; Board meetings; annual BCP report, etc.

**B.      SUPERVISION RECEIVED**

The Staff Services Analyst reports directly to the Enforcement Supervisor I. Occasional direction may be provided by the Enforcement Representative II. Technical assistance and direction regarding the provision of Arbitration Program support services is also provided by the Enforcement Representative II.

**C.      SUPERVISION EXERCISED**

None

**D.      ADMINISTRATIVE RESPONSIBILITY**

None

**E.      PERSONAL CONTACTS**

The SSA has daily contact with other Board staff, other state agencies, courts and local law enforcement authorities, applicants and the public; daily contact with division management for assignments and direction.

**F.      ACTIONS AND CONSEQUENCES**

Incumbent assists with the preparation and processing of disciplinary actions. Errors in judgment or procedure can result in incorrect disclosure of license and enforcement activity status information to the public or improper suspension or revocation of a licensee's license.

**G. FUNCTIONAL REQUIREMENTS**

No specific physical requirements are present. The incumbent works up to forty (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. Bending or stooping to retrieve files and lifting file cartons weighing up to 15 pounds is sometimes required.

**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, and be responsive to CSLB and DCA management needs. Regular attendance and punctuality are essential for this job.

This position has access to Criminal Offender Record Information (CORI). Title 11, section 703(d) of the California Code of Regulations requires criminal record checks of all personnel who have access to CORI. Pursuant to this requirement, 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.)

\_\_\_\_\_  
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: 2/2015**