

**Department of Consumer Affairs**

**Position Duty Statement**

HR-041 (new 05/04)

<b>Classification Title</b>	<b>Board/Bureau/Division</b>
Office Technician-Typing	Contractors State License Board
<b>Working Title</b>	<b>Office/Unit/Section / Geographic Location</b>
	Intake/Mediation Norwalk
<b>Position Number</b>	<b>Effective Date</b>
622-315-1139-001	

General Statement: The Office Technician Typing (T) will work under the general direction of the Enforcement Supervisor I (ES I). The Office Technician (T) works at the advance journey level independently performing difficult clerical duties for the Intake/Mediation Center (IMC). Regular attendance and punctuality are an essential function of this position. Duties include but are not limited to:

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

- 30% (E)** Act as the attendance coordinator for IMC staff by tracking attendance, gathering time sheets and proofing them for errors. Ensure that all time has been accounted for and provide attendance information to Personnel on a timely basis. Prepare Dock Reports. Act as a liaison between IMC staff and the Personnel Unit.
  
- 20% (E)** Prepare individually and assist the Staff Services Analyst in providing monthly complaint handling statistics. Prepare spreadsheets in regard to the IMC effectiveness in: Helping consumers obtain restitution known as Savings to the Public (STP); Monitoring the effectiveness of the IMC's suspension process for contractors that fail to have proper workers compensation insurance; Compiling statistics on complaints that are transferred out of the IMC to the Investigative Centers and those closed out in the IMC and tallies of individual complaint handling statistics for IMC staff.
  
- 15% (E)** Using computer software programs, the incumbent will prepare and transmit a wide variety of correspondence such as: informational letters to the general public; complaint related correspondence to complainants or respondents and Arbitration packages for qualifying complaints.
  
- 10% (E)** Obtain DMV Soundex and CalPhoto, including 6 pack of pictures, from CSLB California Law Enforcement Telecommunication System (CLETS) terminal to assist Enforcement Representatives to positively identify an unlicensed operator and present the case to the district attorney for a criminal filing.
  
- 10% (E)** Review incoming advertising complaints provided by contractors, the public or other CSLB enforcement units. Advertisements are in the form of business cards, flyers, internet print outs and yellow pages. Incumbent determines which advertisements have priority and makes assignment of a complaint on Teale.

**10% (E)** Monitors and orders supplies as necessary through the state process for standard and non-standard items. Maintains inventory of inter office form supplies, which involves keeping a constant inventory of all forms used in the IMC and ordering as necessary. Acts as liaison for office equipment repair, including the telephone (ACD) system. Assists Program Technician II(s) in maintaining file systems for the IMC. Files closed complaints and correspondence and is responsible for purging files. Responsible for keeping accurate records as to retention schedules.

**5% (M)** Prepares office schedule for staff on who will process incoming and outgoing mail and answer the public telephone for the IMC. Mail processing includes opening, sorting, and distributing incoming mail which includes complaint forms from the general public, contractors and other government agencies. Act as a backup to Program Technician II(s) for mail processing and answering the public telephone.

**B. Supervision Received**

The incumbent is directly supervised by the ES I but may also receive direction from the Staff Services Analyst and Enforcement Representative II.

**C. Supervision Exercised**

None

**D. Administrative Responsibility**

None

**E. Personal Contacts**

The incumbent has daily contact with CSLB employees within the Norwalk IMC as well as other CSLB employees located statewide. The incumbent has frequent contact with the Department of Consumer Affairs personnel staff as the unit's attendance liaison. In addition, the incumbent has infrequent contact with the public and other governmental agencies to order supplies and maintain office equipment.

**F. Actions and Consequences**

Failure to properly carry out the duties and responsibilities of the position could result in damage to consumers and discredit to the Board, as the incumbent handles and prepares sensitive documents and correspondence that must be processed timely.

**G. Functional Requirements**

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, telephone with message machine, copiers and printers is essential. Sitting and standing requirements are consistent with office work.

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

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.)

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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:**  
02/2015 – RH