

Department of Consumer Affairs
 Position Duty Statement
 HR-041 (new 06/09)

Classification Title Student Assistant	Board/Bureau/Division Contractors State License Board (CSLB or Board)
Working Title	Office/Unit /Section / Geographic Location Division of Enforcement Intake/Mediation-Sacramento
Position Number 622-314-4870-907	Effective Date

General Statement: Under close supervision of the Enforcement Supervisor I in the Enforcement Division, the Student Assistants (SA) will be responsible to learn and assist the Intake and Mediation Center with various functions including the initial receipt and review of incoming consumer complaints. Duties include, but are not limited to the following:

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

60% (E) Process complaint files for the Mediation Center as follows: receive documents, input data into the Teale System and assign complaints to a Consumer Services Representative (CSR). Contact consumers and contractors to gather documents and information concerning complaints. (25%)

Prepare written case summaries when needed. Provide complaint related research utilizing the Teale Data System to obtain license status and complaint history in addition to the use of other electronic means of research if necessary. Close consumer complaints which may include referring complaints which are not resolved to field for investigation. (25%)

Prepare cases for further legal action by packaging documents and forwarding to the appropriate department. Prepare and mail out citations and arbitration documents according to CSLB policy. Contact other agencies, if warranted. Access and review California Law Enforcement Telecommunication System (CLETS) material and CLEAR to identify unlicensed contractors. (10%)

15% (E) Review advertisements for potential law violations. File closed complaint files and related documents; purge old files according to the retention schedule. Pull files as requested.

- 10% (E) Receive and process incoming mail; package, label outgoing mail and overnight priority packages. Log outgoing complaint files and mail.
- 10% (E) Assist the public at the walk-in counter and on the incoming public telephone line.
- 5% (M) Order and stock office supplies.

B. SUPERVISION RECEIVED

The Student Assistant is under close supervision of, reports directly to and receives the majority of assignments from the Enforcement Supervisor I; however, direction and assignments may also come from the Program Manager, Enforcement Representative I/II, Associate Government Program Analyst, Staff Services Analyst, Supervising Program Technician, Consumer Service Representatives and Program Technicians.

C. SUPERVISION EXERCISED

None

D. ADMINISTRATIVE RESPONSIBILITY

None

E. PERSONAL CONTACTS

CSLB staff, consumers, contractors, and other government agencies.

F. ACTIONS AND CONSEQUENCES

Decisions made and actions taken must be thoroughly researched and accurate. Providing inaccurate information could result in harm to the public or a contractor operating out of compliance with Contractors License Law. Incorrect or incomplete data entry could result in lost complaints, mistakes in jurisdiction, statutes of limitation, and closing dispositions.

G. FUNCTION REQUIREMENTS

The incumbent works up to 40 hours per week in an office setting, with artificial light and temperature control with occasional light lifting of up to 30 pounds. 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

Incumbents in this position will be required to submit fingerprints to the Department of Justice for criminal history background clearance and be cleared before hiring.

Incumbents majoring in Construction Management, Criminal Justice, Business Administration or comparable major are preferred and it is preferable that undeclared majors have a scholastic interest in Enforcement.

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:
07/2014
Approved:
EF 08/2014
RH 03/2015**