

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 5/04)

Classification Title Program Technician III	Board/Bureau/Division Contractors State License Board (CSLB or Board)
Working Title	Office/Unit/Section/Geographic Location Licensing Division/Application Waivers Sacramento
Position Number 622-221-9929-025	Effective Date

General Statement: Under the general direction of the unit supervisor, and working at the super-journey level, the incumbent will be responsible for processing Applications for Original Contractors License – Examination Waiver by interpreting complex statutes, laws, and rules in order to determine whether applicants meet mandated requirements for the examination waiver process. The incumbent will work independently, in an adaptive problem solving environment, with very little day-to-day supervision. The duties to be performed include, but are not limited to the following:

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

50% (E) EVALUATE WAIVER APPLICATIONS

30% Receive, review and evaluate applicants' qualifications by interpreting the most complex licensing statutes in accordance with established criteria, policies, procedures, laws, and rules and regulations such as CSLB License Laws and Regulations, and Business and Professions Code.

Evaluate application, transcripts, degrees and work experience for completeness and accuracy to confirm applicant has the mandated qualifications necessary to obtain approval for participation in the CSLB examination waiver process. Determine if Qualifier holds the requested classification(s) to receive the 7065 waiver of the trade examination.

Identify and assess the license's business structure based on the entity such as: sole owner, a corporation, partnership, or limited liability company (LLC) license as outlined by CSLB Laws.

Certify that the appropriate qualifiers and associated licensing personnel conditions are met by independently certifying documents. Verify all corporations and LLC's against Secretary of State's database system to validate the status of corporations and LLCs and associated officers, managers and members. Review the TEALE database system record and evaluate any possible association with a current or prior contractor license.

Independently substantiate any current or prior judgment or enforcement issue associated with the applicant that may affect the ability to obtain a license, such as citations, complaints, disciplinary matters, or suspensions. Consult with Case Management in the CSLB Enforcement Division for review and instructions of appropriate action needed prior to continuing the application process.

Determine if additional pending applications are on file, and if found, notify applicant that subsequent applications will be set aside until the original application is approved or denied.

- 15% Determine if supporting documents submitted with applications are accurate and meet the necessary requirements for licensing for the requested entity.

Identify specific issues or problems concerning the most complicated and convoluted applications, interpret the issues and independently make a determination for a solution. Draft correspondence to the applicant, outlining the necessary requirements and/or corrective action when rejecting an application. Compose sensitive correspondence in response to the most difficult and complex inquiries regarding the application process.

Perform a follow-up review upon receipt of a re-submitted application, and verify whether the appropriate corrections have been made, and make an independent determination for admission to the examination waiver process. Input the information into TEALE database.

- 5% Verify supporting documentation such as a Certificate of Insurance, if the license has employees, or an Exemption from Workers' Compensation if no employees, and certify that bonding documentation, live scan clearance etc. are acceptable to ensure license can be issued.

35% (E) PROCESS RETURNED REJECTED APPLICATIONS

- 20% Oversee and track rejected applications to ensure that responses are provided within the 90 day established time period. Review corrections to incoming previously rejected applications. Independently determine if the applicant has completed the necessary information and/or provided other items as detailed in the returned correspondence, and determine if it is now acceptable to continue the application process. Draft additional correspondence if an application that was returned with corrections in response to a rejection correspondence is still not acceptable. Inform the applicant of the reason the application is being returned to them again, and identify the appropriate corrective action required.

- 15% Enter updated application data information on pending record in TEALE and IWAS systems to ensure that correct information regarding application process is available to all Licensing, Enforcement, Information Center and Testing staff.

Approve and issue license, or update existing license when acceptable application is received, or deny application request for examination waiver. Update TEALE database and IWAS imaging computer systems.

5% (E) RESPOND TO PHONE CALLS AND FRONT COUNTER INQUIRIES

Assist SPT III and staff, acting as an expert staff resource, with difficult and complex telephone calls and Front Counter inquiries from the public, contractors, industry, and other governmental agencies and respond to the most difficult and complex inquiries. Prepare any documents associated with processed applications to be scanned, and deliver to the IWAS unit for processing.

5% (E) REPORTS AND SPECIAL PROJECTS

Compile and draft weekly statistical reports consisting of types of requests received, processing timelines, backlog issues etc., to provide Registrar, Board members, licensees and the public with the most current and accurate Licensing information.

Form study groups to identify and develop new processes whenever there are law or regulation changes which will affect the application process, the licensee and public. The latest study group was formed to develop new process for Limited Liability Corporation (LLC's) which was implemented on January 1, 2012.

Participate in work processing improvement task forces that identify work-related deficiencies and develop recommendations for improvement to management.

5% (M) Assist other Staff/Units

Assist Application Exam Unit and Supplemental Application Unit as needed due to backlog. Assist other units within the Licensing Division if required.

B. Supervision Received

Supervision is provided under the general direction of a section supervisor.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

Incumbent must communicate daily with applicants, attorneys, license schools, surety companies, and other units, districts, and regions within CSLB, by telephone and in person, to explain laws, rules, and regulations, as well as policies and procedures, and how they apply to a specific application, either regarding a rejection or the current status of an application.

F. Actions and Consequences

If an error is made by incumbent, the consequences could be crucial. An application could be accepted, and the applicant could participate in the examination waiver process and even issued a Contractor license for which they are not qualified or entitled. This action could result in harm to consumers throughout the State of California and put the public at risk by hiring an unqualified contractor. This type of erroneous action is very difficult to correct, requiring enforcement action to resolve.

Additionally, if an applicant is rejected due to an error in processing, it could cause an unnecessary delay in obtaining a license that may result in financial harm to the applicant.

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 and telephone is essential. The position requires bending, stooping, and walking. Ability to handle discourteous and offensive calls/correspondence from the public is essential.

H. Other Information

Incumbent must possess good communication skills, use good judgment in independent decision-making and problem solving, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to CSLB management needs.

Incumbent must use in-depth program knowledge to make complex determinations on application acceptability and appropriateness. Incumbent must possess knowledge of details regarding statutes, regulations, and policies that affect CSLB; general office supplies and equipment necessary to carry out job duties; business English; and general principles of correspondence preparation and proper telephone techniques. Incumbent acts as an expert resource on the application program and processing policies and procedures and is responsible for consultation with other staff members at all levels throughout CSLB, including Front Counter, Call Center, Enforcement, and Public Affairs staff.

Must have the ability to accurately interpret and apply CSLB laws, regulations, and policies; analyze and resolve problems; provide information regarding other units and aspects of CSLB; work effectively under pressure; communicate verbally and in writing; work independently in the adaptive problem solving environment; evaluate situations accurately; and take effective action and use good judgment.

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: 05/2015

Approved 5/2015 by RH