

Department of Consumer Affairs
 Position Duty Statement
 HR-041 (new 5/04)

Classification Title Program Technician II	Board/Bureau/Division Contractors State License Board
Working Title	Office/Unit/Section/Geographic Location Intake/Mediation Sacramento
Position Number 622-314-9928-006	Effective Date

General Statement: Under the general supervision of the Supervising Program Technician II (SPT II), or Enforcement Supervisor I (ESI), the incumbent performs at the journey level of this classification, performing the general and more difficult program specialist work. Duties include but are not limited to the following:

- A. SPECIFIC ACTIVITIES [Essential (E) / Marginal (M) Functions]
- 40% (E) Explains consumer laws and regulations and Contractors State License Board rules, policies and procedures to the public by telephone, through correspondence, and at the public counter. Distributes educational information to the public, contractors, attorneys, legislative staff, and government agencies.
 - 40% (E) Receives and registers complaints from consumers via web or mail. Researches the Teale Data Base (Teale) to obtain case facts, license status and complaint history. Encodes complaint form, and keys information into the Teale complaint database. Determines jurisdiction and possible violations of Contractor's License law. Contact complainants to request and obtain required documents. Monitor complaints to ensure documents are received. Recommend to supervisor the closure of complaints that have no supporting documentation.
 - 15% (E) Refers cases to Consumer Services Representatives (CSR), orders contact letters, and updates Teale. Processes complaint closures and transfers by encoding and updating Teale; also enters transfers in a physical log. Performs CLEAR and DMV searches to identify unlicensed contractors.
 - 5% (M) Picks up and processes incoming and outgoing mail. Evaluates and researches incoming correspondence to determine appropriate

disposition. Pulls, purges and files documents and complaint files for staff. Processes Mandatory Arbitration packages, Legal Actions and Non-Permission Forms.

B. Supervision Received

The incumbent is directly supervised by the SPT II but may receive assignments from the Enforcement Representative II and the Enforcement Supervisor I.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has frequent contact with consumers and licensees to gather and document case facts concerning consumer complaints. The incumbent has daily contact with other Board personnel involved in the investigation and mediation of consumer complaints.

F. Actions and Consequences

Inaccurate information given to consumers can lead to delays in the complaint process.

G. Functional Requirements

No specific physical requirements are present: 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 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 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

Approved:
EF 6/2014
EF 8/2014
EF 10/2014
RH 5/2015