

Department of Consumer Affairs
 Position Duty Statement
 HR-041 (new 09/19)

Classification Title Program Technician II	Board/Bureau/Division Contractors State License Board/Licensing Division (CSLB or Board)
Working Title Licensing Technician	Office/Unit/Section/Geographic Location License Modifications Unit, Sacramento
Position Number 622-231-9928-009	Name & Effective Date

General Statement: Under the general supervision of the Supervising Program Technician II (SPT II), the Program Technician II (PT II) provides staff and support work necessary for the processing of documents required to ensure proper maintenance of a license and issuance of home improvement salesperson registrations. This is the journey level for this series, and the PT II performs the work associated with the License Modification unit. Duties include, but are not limited to, the following:

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

35% (E) Review and Process

Review and process licensing and registration forms and applications related to the regular maintenance of a license and registration issued by the agency. These forms and applications include business name changes, address changes, license disassociations, home improvement salesperson (HIS) registrations, HIS associations and cessations with licenses, license inactivations, death notifications, Corp/LLC change of titles, Corp/LLC change of personnel, license classification removals, license cancellations, and limited partner additions. Verify that the applicant meets the requirements set forth in the applicable legal codes. Review documents to determine if they are acceptable. Process form / application submissions accurately and in a timely fashion to adhere to processing times set forth for the unit.

30% (E) Data Correction

Research problems and take appropriate action as necessary. Work on weekly home improvement salesperson (HIS) registration, association, and personnel change app issuance report lists. Pend items that need further information prior to processing utilizing the Imaging Workflow Automated System (IWAS). Identify and correct past errors on the license record. Enter submitted License Modification requests in the computer using Teale, Microsoft Word, Outlook Mail, and IWAS. Work with the Criminal Background Unit to update and process pending Change of Personnel Applications. Make telephone calls to licensees for further information or corrections when needed.

20% (E) Respond to Inquiries

Answer detailed and/or technical inquiries concerning the status of a license modification, HIS registration, association, or cessation request from licensees, the public, governmental agencies and other CSLB personnel. Answer calls that

are received directly into the unit or that could be escalated from the Information Call Center at CSLB daily.

10% (E) Generate Correction Letters

Identify specific issues or problems concerning License Modifications forms or applications and draft correspondence to the licensees that outline the necessary requirements and/or corrective actions. Upon receipt of the revised License Modifications documents, review and determine if the documents are filled out correctly and / or requested changes have been made. Once a corrected copy is received, process accordingly.

5% (M) Miscellaneous

Receive cross training, attend training classes, or assist other units in the Licensing Division as needed.

B. Supervision Received

The PT II is under the general supervision of the SPT II.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The PT II has regular contact with the public, CSLB Board, management, staff and others regarding the laws, regulations and policies relating to the licensing program.

F. Actions and Consequences

The PT II renders technical information and resolves problems arising with the public, contractors, applicants, and other personnel, based on interpretation of the CSLB laws, regulations, and policies. Decisions made must be thoroughly researched and accurate. Inaccurate decisions can result in unqualified individuals being licensed which could jeopardize the health, safety, and general welfare of the public, or jeopardize the livelihood of applicants by denying licensure without just cause. Also, the information given, and decisions made directly affect the accuracy of information provided in other units, such as the Call Center and the Front Counter.

G. Functional Requirements

The PT II works 40 hours per week in an office setting, with artificial light and temperature control, and will need a teleworking environment that meets health and safety guidelines as defined by the Department of Consumer Affairs Telework Agreement. Daily access to and use of a personal computer, laptop, and telephone is essential. Consistently practice excellent customer service skills using good judgment in decision making and exercising creativity and flexibility in problem identification and resolution. Sitting and standing requirements are consistent with office work. The incumbent must occasionally position self to perform a variety of tasks, including retrieval of files. The PT II must

punctuality are essential.

H. Other Information

The PT II may be required to work in other areas in the Licensing Division to assist during times of high peak workload or at times when there is a shortage of staff. The schedule is Monday through Friday from 8:00 a.m. – 5:00 p.m. with one or two days of Telework as scheduled by management.

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: 8/3/22

Approved: 12/2023 HM