

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 9/2019)

Page 1 Of 3

Classification Title Office Technician (Typing)	Board/Bureau/Division Contractors State License Board (CSLB or Board) / Enforcement
Working Title Clerical Technician	Office/Unit /Section/Geographic Location Investigative Center / San Bernardino
Position Number 622-334-1139-002	Name and Effective Date

General Statement: Under the general direction of the Supervising Special Investigator I (SSI I) the Office Technician (Typing) [OT (T)] performs the most difficult clerical tasks for the Enforcement Unit pertaining to complaints. The OT (T) performs at the advanced journey level, demonstrating a high degree of independence and initiative. The incumbent performs duties, which include but are not limited to the following:

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

50% (E) Complaint process

Processes all complaint closures which entails entering information into the Teale Data System using a computer, prepares violation warning letters and transmittals for legal actions to Case Management; maintains file of calendared hearing dates and criminal court dates; maintains file of all disciplinary actions and criminal complaints pending for the district office. Prepares and transmits citation appeal packages to Case Management **(25%)**.

Processes new complaint assignments for Special Investigators (SI) which entails typing the information into the Teale Data System on the computer and delivering the cases to the SI **(25%)**.

20% (E) Copy, mail, file, and encode

Responds to requests from SI's and SSI I's for copying, mailing or filing; processes Industry Expert inspection requests encoding information into the Teale Data System on the computer and filing into investigative files and maintains a log of billing invoices; picks up Enforcement Unit mail from the mail room each morning and delivers the mail throughout the unit; answers the unit telephone.

10% (E) Supplies, vehicle files, investigation files and closure reports

Maintains files on all agency owned vehicles including mileage logs and maintenance bills; maintains an inventory of office supplies, forms, and orders replacements as needed; purges closed investigation files per retention time guidelines; compiles the unit's monthly case closure reports using a computer and

forwards statistical data to unit SSI I; updates the Action Report in the Teale Data System.

10% (E) Arbitration process and computer systems access

Uses the computer to prepare and generate arbitration forms, mailing them to the complainant and respondents; upon receipt of completed forms, the OT (T) updates the Teale Data System with the appropriate information and transmits arbitration case referrals to Mandatory Arbitration (MARB), Voluntary Arbitration (VARB) to Case Management, and appropriate arbitration program. Accesses DMV, Cal-Photo, CLETS, and ChoicePoint computer systems to obtain information on suspects then submits the information to the SI assigned to the case.

5% (E) Public interaction, attendance and timekeeping

Explains CSLB laws, rules, regulations, and policies to the public, by telephone, written correspondence, and at the public counter; explains license classifications, license application process, bond requirements, and CSLB functions to the public, contractors, attorneys, legislators, and other state and local agencies (Deputy Attorney General and local District Attorneys).

Acts as the attendance coordinator for unit. Maintains monthly leave balances using a spreadsheet, track daily attendance, gather timesheets, reviews timesheets for errors, distributes copies of timesheets to all staff and maintains copies for the unit. Ensures that leave credits have been accounted for and provides attendance information on a timely basis. Reconciles leave discrepancies by reviewing Leave Activity & Balance (LAB) reports for employees and supervisor. Prepares and processes Dock Reports and submit in a timely manner to the Office of Human Resources (OHR).

5% (M) Correspondence and e-payment kiosk

Develops and prepares correspondence, using templates and drafting original documents, to the general public, interagency communications and district office memorandums. Assists public with e-payment kiosk.

B. Supervision Received

The Office Technician (OT) works under the general direction of the SSI and may receive assignments from the Supervising Special Investigator II. Technical assistance is provided by the SI's.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The OT has daily contact with CSLB employees, within the Investigative Center, as well as other CSLB employees throughout the state, the general public, consumers, and contractors.

F. Actions and Consequences

Failure to timely and accurately process assignments as requested could result in problems with case closures and providing inaccurate information to consumers.

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, scanning equipment, reproduction equipment and telephone is essential. Movement is consistent with office work and requires the incumbent to frequently remain in a stationary position. The incumbent must occasionally position self to perform a variety of tasks, including retrieval of files and lifting up to approximately 10-15 pounds. The incumbent must be able to type at least 40 words per minute.

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, and be responsive to CSLB and DCA management needs. Regular attendance and punctuality are essential for this job. Incumbent in this position may have access to information obtained from the California Law Enforcement Telecommunication System (CLETS) and will be required to submit fingerprints to the Department of Justice for criminal history background clearance 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, Office Technician (Typing)

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, Supervising Special Investigator I

Approved 8.2023

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 9/2019)

Page 1 Of 3

Classification Title Office Technician (Typing) Bilingual (Spanish)	Board/Bureau/Division Contractors State License Board (CSLB or Board) / Enforcement
Working Title Clerical Technician	Office/Unit /Section/Geographic Location Investigative Center (South) / San Bernardino
Position Number 622-334-1139-002	Name and Effective Date

General Statement: Under the general direction of the Supervising Special Investigator I (SSI I) the Office Technician (Typing) [OT(T)] performs the most difficult clerical tasks for the Enforcement Unit pertaining to complaints. The OT (T) performs at the advanced journey level, demonstrating a high degree of independence and initiative. The incumbent must provide oral and/or written translation of English and Spanish, a minimum of 10% of the time, while performing the duties and responsibilities of this position. The incumbent performs duties, which include but are not limited to the following:

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

50% (E) Complaint process

Processes all complaint closures which entails entering information into the Teale Data System using a computer, prepares violation warning letters and transmittals for legal actions to Case Management; maintains file of calendared hearing dates and criminal court dates; maintains file of all disciplinary actions and criminal complaints pending for the district office. Prepares and transmits citation appeal packages to Case Management **(25%)**.

Processes new complaint assignments for Special Investigators (SI) which entails typing the information into the Teale Data System on the computer and delivering the cases to the SI **(25%)**.

20% (E) Copy, mail, file, and encode

Responds to requests from SI's and SSI I's for copying, mailing or filing; processes Industry Expert inspection requests encoding information into the Teale Data System on the computer and filing into investigative files and maintains a log of billing invoices; picks up Enforcement Unit mail from the mail room each morning and delivers the mail throughout the unit; answers the unit telephone.

10% (E) Supplies, vehicle files, investigation files and closure reports

Maintains files on all agency owned vehicles, including mileage logs and maintenance bills; maintains an inventory of office supplies, forms, and orders replacements as needed; purges closed investigation files per retention time guidelines; compiles the unit's monthly case closure reports using a computer and

forwards statistical data to unit SSI I; updates the Action Report in the Teale Data System.

10% (E) Arbitration process and computer systems access

Uses the computer to prepare and generate arbitration forms, mailing them to complainants and respondents; upon receipt of completed forms, the OT (T) updates the Teale Data System with the appropriate information and transmits arbitration case referrals to Mandatory Arbitration (MARB), Voluntary Arbitration (VARB) to Case Management, and appropriate arbitration program. Accesses DMV, Cal-Photo, CLETS, and ChoicePoint computer systems to obtain information on suspects and submits the information to the SI assigned to the case.

5% (E) Public interaction, attendance and timekeeping

Explains CSLB laws, rules, regulations, and policies to the public, by telephone, written correspondence, and at the public counter; explains license classifications, license application process, bond requirements, and CSLB functions to the public, contractors, attorneys, legislators, and other state and local agencies (Deputy Attorney General and local District Attorneys).

Acts as the attendance coordinator for unit. Maintains monthly leave balances using a spreadsheet, track daily attendance, gather timesheets, reviews timesheets for errors, distributes copies of timesheets to all staff, and maintains copies for the unit. Ensures that leave credits have been accounted for and provides attendance information on a timely basis. Reconciles leave discrepancies by reviewing Leave Activity & Balance (LAB) reports for employees and supervisor. Prepares and processes Dock Reports and submit it in a timely manner to the Office of Human Resources (OHR).

5% (M) Correspondence and e-payment kiosk

Develops and prepares correspondence, using templates and drafting original documents, to the general public, interagency communications, and district office memorandums. Assists public with e-payment kiosk.

B. Supervision Received

The OT (T) works under the general direction of the SSI I and may receive assignments from the SSI II. Technical assistance is provided by the SI's.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The OT (T) has daily contact with CSLB employees, within the Investigative Center as well as other CSLB employees throughout the state, the general public, consumers, and contractors.

F. Actions and Consequences

Failure to timely and accurately process assignments, as requested, could result in problems with case closures and providing inaccurate information to consumers.

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, scanning equipment, reproduction equipment and telephone is essential. Movement is consistent with office work and requires the incumbent to frequently remain in a stationary position. The incumbent must occasionally position self to perform a variety of tasks, including retrieval of files and lifting up to approximately 10-15 pounds. The incumbent must be able to type at least 40 words per minute.

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, and be responsive to CSLB and Department of Consumer Affairs (DCA) management needs. Regular attendance and punctuality are essential for this job. Incumbent in this position may have access to information obtained from the California Law Enforcement Telecommunication System (CLETS) and will be required to submit fingerprints to the Department of Justice for criminal history background clearance and be cleared before hiring.

Bilingual

The incumbent must provide oral and/or written translation of English and Spanish a minimum of 10% of the time while performing the duties and responsibilities of the position.

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, Office Technician (Typing)

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, Supervising Special Investigator I

Approved: 8.2023