

**Department of Consumer Affairs**

**Position Duty Statement**

HR-041 (9/19)

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| <b>Classification Title</b><br>Office Technician (Typing) | <b>Board/Bureau/Division</b><br>Contractors State License Board (CSLB or Board)  |
| <b>Working Title</b><br>Clerical Support                  | <b>Office/Unit/Section/Geographic Location</b><br>Enforcement Division/Statewide Investigative Fraud Team (North) – Sacramento |
| <b>Position Number</b><br>622-341-1139-002                | <b>Name and Effective Date</b>   |

General Statement: Under the general direction of the Supervising Special Investigator I (Non-Peace Officer) [SSI-I], the Office Technician (Typing) [OT] performs the most difficult and complex enforcement-related clerical duties at the advanced journey level of this classification. Duties include, but are not limited to, the following:

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

- 30% (E)** Answer incoming telephone calls to the Northern Statewide Investigative Fraud Team (SWIFT) unit and educate consumers, other State agencies, licensed contractors, and unlicensed contractors about illegal activity concerning CSLB laws and regulations including requirements for licensure. In addition, incumbent will document third-party complaints (“leads”) received and provide to the SSI-I for evaluation prior to opening a complaint.
  
- 25% (E)** Type complaint information into the Teale database such as job site, complainant, respondent, probable violations, date complaint was opened, contract price, and who will work the case. Review and encode complaint closures by placing the proper codes in Teale. The information must be coded accurately as reports are generated for management to track trends, complaint type, and workload.
  
- 25% (E)** Type standard warning letters and/or closure letters at the request of Special Investigators and/or Supervisor and send letters to respondents and complainants. Prepare, encode, and transmit citation and legal packages to CSLB’s Case Management, District Attorney, and other State agencies. Type original correspondence for Special Investigators and Supervisor.
  
- 10% (E)** Assist in positively identifying suspects for criminal filings by accessing various computer systems such as Department of Motor Vehicles (DMV), Cal-Photo, California Law Enforcement Telecommunication System (CLETS), Consolidated Lead Evaluation and Reporting (CLEAR), and Workers’ Compensation Insurance Rating Bureau (WCIRB) to obtain information on suspects in response to requests from Special Investigators assigned to the case or the unit Supervisor.

**10% (M)** Type and maintain spreadsheets for CSLB vehicle usage of those vehicles assigned to the unit including mileage logs and maintenance bills; maintain the SWIFT unit filing system for cases and purge files in accordance to the Department of General Services Retention Schedule; maintain an inventory of office supplies and forms and order replacements as needed; maintain file of calendared hearing dates and criminal court subpoenas. Act as back up to Attendance Coordinator.

**B. SUPERVISION RECEIVED**

The incumbent is under the general direction of the SSI-I.

**C. SUPERVISION EXERCISED**

None

**D. ADMINISTRATIVE RESPONSIBILITY**

None

**E. PERSONAL CONTACTS**

The incumbent has daily contact with CSLB employees, the general public, licensees, respondents and industry associations. Information handled is often of a confidential nature.

**F. ACTIONS and CONSEQUENCES**

The incumbent must promptly and accurately engage in the investigation of illegal activity by contractors and track the results of the efforts in a statistical report. If the information is not coded accurately, CSLB management will be unable to track trends, complaint type and workload. This will ultimately cause a misallocation of resources.

**G. FUNCTIONAL REQUIREMENTS**

The incumbent works 20 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. 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 the moving of boxes, files, and office equipment up to 15 pounds. Incumbent is required to type a minimum of 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 will be required to submit fingerprints to the Department of Justice for criminal history background clearance and be cleared before hiring.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

**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.)

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Employee Signature

Date

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Employee 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.**

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Supervisor Signature

Date

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Supervisor Printed Name

Approved 6/2022