

Department of Consumer Affairs  
 Position Duty Statement  
 HR-041 (new 09/2019)

<b>Classification Title</b> Management Services Technician	<b>Board/Bureau/Division</b> Contractors State License Board/Licensing Division
<b>Working Title</b> Records Technician	<b>Office/Unit/Section/Geographic Location</b> Record Certification/Sacramento
<b>Position Number</b> 622-241-5278-001	<b>Effective Date</b>

**General Statement:** Under the supervision of the Staff Services Manager I (SSM I), the Management Services Technician (MST) learns to perform the semi-professional and less technical duties related to technical staff research work for the preparation of Certified License History Reports, Certified Copies, and compliance with subpoenas. Duties include but are not limited to:

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

**35% (E)** Research, analyze and resolve discrepancies from licensee records maintained in various methods including the Teale and Image Workflow Automation System (IWAS) database systems and original hard copy files. Once data is gathered, verify license history and requirements such as workers' compensation insurance, bonds, judgments, and any enforcement actions on record. Research, gather and make independent determinations on record requests from government agencies or the public regarding licensing and personal information that can be disclosed per guidelines from the California Attorney General's office and DCA legal counsel. Certify, prepare, verify, and copy licensing and enforcement information and compile into a comprehensive report for use in administrative, criminal, and civil court actions.

**30% (E)** Respond to consumer service requests for copies of CSLB licensing and enforcement files, (i.e. Certified License Histories, and Non-Licensure Certifications, General Status Letters, Reciprocity letters) in person, on the phone and in writing. Provide and gather information, discuss the release of information, and the procedures required to obtain information per the California Public Records Act, with attorneys, government agencies, and the general public.

**20% (E)** Under tight deadlines, analyze the validity of subpoenas, Notice to Consumer, Objection to Release Documents, Motion to Quash, Proof of Service, and other legal documents pursuant to applicable laws. Ensure legal documents are acceptable by verifying that they are addressed to the CSLB Custodian of Records, have the appropriate signatures and fees, and meet all timelines. Communicate often with the Attorney General's Office and DCA legal counsel for the interpretation of the Business and Professions Code, Government Code, Evidence Code, Civil Codes, etc. to ensure proper compliance with subpoenas. Determine what information can be legally released pursuant to California privacy protection laws.

**15% (E)** Use various software applications for logging assignments and keep statistics to help manage workflow. Deliver and retrieve multiple files/legal binders that form the basis of the analysis needed to comply with requests for copies of documents per the Public Records Act and requests for License Histories and Non-Licensure Certifications.

**B. Supervision Received**

Under the supervision of a Staff Services Manager I.

**C. Supervision Exercised**

None

**D. Administrative Responsibility**

None

**E. Personal Contacts**

The incumbent works with CSLB staff, the Department of Justice, the Attorney General's office, licensed contractors, and public and private attorneys.

**F. Actions and Consequences**

The release of an incorrect contractor history and/ or protected private information could result in legal ramifications for the Board, the contractor and/or the complainant.

**G. Functional Requirements**

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. The incumbent must occasionally position self to perform a variety of tasks, including retrieval of files. The incumbent must occasionally move about to and/or from workstation.

**H. Other Information**

The MST performs research, gathers, analyzes, and corrects the historical records of licensed contractors. The MST performs complete staff work by accumulating necessary licensee data and files and compiling and summarizing information into a comprehensive report. The incumbent must possess good 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 the needs CSLB management. The incumbent must also possess the ability to accurately interpret and apply CSLB laws, regulations and policies to analyze and resolve problems; provide information regarding other units and aspects of CSLB; work effectively under pressure; communicate verbally and in writing; work independently; evaluate situations accurately, 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.)

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Employee Signature

Date

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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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Printed Name

**Revised: DC 9/11/20**  
**Approved:10.6.20**