

Department of Consumer Affairs

Position Duty Statement

HR-041 (9/19)

Classification Title	Board/Bureau/Division
Staff Services Analyst	Contractors State License Board (CSLB)
Working Title	Office/Unit/Section/Geographic Location
Probation Monitor	Enforcement/Disciplinary Services Center – Sacramento
Position Number	Name and Effective Date
622-353-5157-001	

General Statement: Under the supervision of the Supervising Special Investigator I (Non-Peace Officer), the Staff Services Analyst is responsible for managing the Probation Program through evaluating written reports and supplemental information submitted by probationers to ensure probation compliance, develop and maintain license monitoring systems, and communicates licensee's compliance status with disciplinary actions. The incumbent works closely with the Office of the Attorney General and/or Board/ Registrar in connection with the license revocation process. The incumbent monitors, reviews, and analyzes data generated by the Disciplinary Services Unit, and develops and maintains methods for collecting workload data, staff data input errors, and program errors. Duties include, but are not limited to the following:

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

30% (E) DISCIPLINARY ACTION REVIEWS

Independently reviews terms and conditions of probation with licensees. Assist licensees in working toward compliance with the terms and conditions of probation. Review, analyze, and respond to all communications from licensees regarding their probation. Oversee probationary licensees who violate a term of probation. Initiate accusations and petitions to re-impose discipline when a probationary licensee violates a term of probation. (15%)

Review and analyze cases currently on probation for compliance with the terms and conditions set forth in the stipulated agreement adopted by the Registrar. Review proposed decisions and Orders of the Registrar. Verify terms and conditions of the order proposed, restitution, and investigative cost. (15%)

25% (E) DISCIPLINARY CASE TRACKING

Identify performance deficiencies by staff and recommend improvements based on the review and analysis of data to the Enforcement Supervisor I. Analyze data on the Formal Case Report to identify coding errors, statuses and due dates. Research, identify and correct coding errors utilizing a broad knowledge of administrative law procedures as they pertain to formal disciplinary proceedings. Prepare written correspondence to the Office of the Attorney General or Office of Administrative Hearings regarding the status of pending cases.

25%(E) COMPLIANCE MONITORING

Monitor revoked/stayed with conditions licenses for compliance during a one-to-five-year period to assure terms and conditions are met prior to the probationary time lapsing that prevent the Board's jurisdiction. Gather and analyze data from the Case Management Disciplinary Action Report. Identify action code from the TEALE database

to determine probationary cases and types of probation nearing critical action dates. Research, analyze and prepare reports for the Office of the Attorney General seeking revocation of the licenses that are non-compliant. Write reports and generate data that track the compliance of licensees who have been notified of their non-compliance. Update the TEALE database system according to appropriate data, add flags to Enforcement System records and update files. Update disciplinary action case status and compliance status reports. (15%)

Research, analyze and determine Probationary Program areas that need to be changed, updated and/or developed. Develop and implement procedures related to the process. Ensure that all procedure manuals relating to the Disciplinary Process are current and accurate. Create new desk procedures as necessary. Respond to inquiries from contractors, the public, and other government agencies regarding pending and adopted disciplinary actions. (10%)

15% (E) RESTITUTION MONITORING/COLLECTION

Research and analyze cases to confirm that required restitution to the consumer is paid, investigative costs to the Board are paid, and community service is completed. Ensure probationers are taking the Board's licensing tests, and/or taking a required accredited college course in a construction-related field as part of the probation process. Develop systems to track receipt of money to the Board for cost recovery of investigations. Develop systems to track receipt of money paid to consumers in the form of restitution. These systems could be spreadsheets, TEALE, or another method yet to be determined. Prepare written reports for the Enforcement Supervisors that identify the money collected and compliance with Orders.

5% (M) RESEARCH/APPROVE ACCREDITED COLLEGE COURSES

Research and approve accredited college courses that meet the intent of the Registrar's order for compliance for probationary licensees. Disciplinary Services determines what classes qualify for compliance.

B. SUPERVISION RECEIVED

The incumbent reports directly to the Enforcement Supervisor I and may receive assignments from the Enforcement Supervisor II. Technical assistance and direction regarding the monitoring of disciplinary actions and reports is also provided by Disciplinary Services Center's Enforcement Representative IIs.

C. SUPERVISION EXERCISED

None

D. ADMINISTRATIVE RESPONSIBILITY

None

E. PERSONAL CONTACTS

The incumbent will have regular contact with CSLB staff, including the Enforcement Representatives for the Accusation process in both Southern and Northern California, the general public, licensees, applicants, the Office of the Attorney General and Office of Administrative Hearings.

F. ACTIONS AND CONSEQUENCES

The incumbent provides assistance of average difficulty and up to the first journey level of this classification in the preparation and processing of disciplinary actions and license denials. Errors in judgment or procedure can result in incorrect disclosure of license and enforcement activity status information to the public or improper denial, suspension, or revocation of a licensee's license, loss of money/income to the consumer, loss of CSLB resources (money, time, labor, etc.), and discredit to the Board.

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. 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 15 pounds. Ability to handle irate communications with members of the public is essential.

H. OTHER INFORMATION

The incumbent must reason logically and creatively utilizing a wide variety of skills in order to resolve complex business-related issues/problems. The incumbent must be able to research, develop and evaluate alternatives, and present ideas and information effectively both orally and in writing. The incumbent must use good judgment in decision-making, 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 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

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: 2/2020 J Mavi