

Department of Consumer Affairs

Position Duty Statement

HR-41 (9/2019)

Classification Title	Board/Bureau/Division
Office Technician (Typing)	Contractors State License Board (CSLB or Board)
Working Title	Office/Unit/Section/Geographic Location
Case Management Technician	Enforcement/Disciplinary Services Center/Support Services – Sacramento
Position Number	Name and Effective Date
622-353-1139-XXX	

General Statement: Under the general direction of the Supervising Special Investigator I (Non-Peace Officer) [SSI-I], the Office Technician (Typing) assists Special Investigators (SIs) complete the processing of accusations and appeals of license denials. The incumbent also performs general office and administrative support services. Specific duties include, but are not limited to:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]

55% (E) Accusation and Cost Recovery Processing

Prepare and maintain case folders and filing systems regarding disciplinary services for the SIs. Assemble accusation and appeal packages to submit to the Office of the Attorney General. Assemble adoption order packages for submission to the Headquarters Legal Action Deputy. (20%)

Post case status and tickler updates to the Licensing and Enforcement Systems. Post cost recovery payments and compliance status updates to the Enforcement System. Type tickler reports and complete required follow-up activities. Forward cases to SIs for further action as necessary. (20%)

Type and serve legal notices, stipulated agreements, proposed decisions, adoption orders, orders to show cause, and other legal documents to respondents, complainants, attorneys, and other interested parties. (15%)

25% (E) Accusation, License Denial, Appeal and Legal Documents

Receive telephone, e-mail, and written inquiries regarding accusations, license denial, appeal correspondence, and other legal documents. Receive inquiries from the public, contractors, governmental agencies, attorneys, legislators, and trade associations on a broad spectrum of subjects ranging from general licensing information to specific questions regarding pending disciplinary actions. Compose and type written responses to the inquiries for signature by SIs. Type Requests for Representation, Orders to Show Cause, and Adoption Orders.

15% (E) Mail, Office Supplies, Equipment Maintenance, Telephone/Reception

Perform incoming and outgoing mail processing, office supply acquisition, office equipment maintenance, and telephone/front counter reception duties; these duties are performed on a back-up or rotational basis.

5% (M) Attendance and Timekeeping

Assist with attendance and timekeeping duties.

B. Supervision Received

The incumbent is under the general direction of the SSI-I and may receive assignments from the SSI-II. Technical assistance and direction regarding the processing of accusations and appeals of license denials is also provided by the SIs.

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The incumbent has daily contact with employees within the Disciplinary/Enforcement Services Unit as well as other CSLB employees.

F. Actions and Consequences

Incumbent assists with 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.

G. Functional Requirements

No specific physical requirements are present. 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 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 manager/supervisor. If unsure of the need for reasonable accommodation, inform the hiring manager/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