

## Department of Consumer Affairs

### Position Duty Statement

HR-041 (new 7/2015)

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<b>Classification Title</b> Program Technician II (PT II)	<b>Board/Bureau/Division</b> Bureau of Automotive Repair (BAR)
<b>Working Title</b> Application Processor	<b>Office/Unit/Section / Geographic Location</b> Consumer Assistance Program/Application Processing Unit/Application Processing, Deficiency, and Re-Evaluation Unit/Rancho Cordova
<b>Position Number</b> 646-200-9928-019	<b>Name and Effective Date</b>

General Statement: Under the general supervision of the Supervising Program Technician III (SPT III), the incumbent works in the Application Processing, Deficiency and Re-evaluation Unit and is responsible for completing the review, processing and evaluation of applications submitted by consumers interested in participating in the Consumer Assistance Program (CAP). Duties include, but are not limited to, the following:

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

**70% Program and Application Evaluation (E)**

Enter application data in the CAP database. Review, process and evaluate applicant data in conjunction with complex Department of Motor Vehicle (DMV) registration status codes and Vehicle Information Database (VID) Smog Check histories associated with the applicant's vehicle. Review additional documentation submitted with application. Enter data from additional documentation into CAP Tools database to verify completeness and to generate CAP.Net comment(s). (40%)

Evaluate application data to determine applicant's eligibility based on interpretation of applicable laws, rules, regulations, policies, procedures; complex DMV registration status codes; and Vehicle Information Database (VID) Smog Check histories. Add comments in CAP's database to assist other CAP staff and respond to various inquiries regarding the status of consumer applications and/or determinations. Print or send determination letters to print queue. Determinations consist of approvals, denials, or deficiencies. (20%)

Assist in the development of procedures for application processing, including guidelines for approval and denial. Recommend application processing improvements. (10%)

**20% Correspondence/Complaint Mediation (E)**

Provide sensitive and/or detailed information or direction to CAP applicants, the general public, or other involved jurisdictions requesting CAP services; this may include entering additional correspondence in the database; entering data into complex CAP proprietary databases, processing applications for re-evaluation; and generating subsequent correspondence and/or reprinting letters to consumers regarding the status of their application. Follow the department's guidelines for maintaining the security and confidentiality of applicant's personal information.

**10% Miscellaneous (M)**

Perform back-up duties, as needed, within the Program Support Division. Recommend and implement process improvements.

B. SUPERVISION RECEIVED:

The incumbent works under the general supervision of the Supervising Program Technician III and the Staff Services Manager I.

C. SUPERVISION EXERCISED:

None

D. ADMINISTRATIVE RESPONSIBILITY:

None

E. PERSONAL CONTACTS:

The PT II has daily routine contact with BAR staff, all levels of departmental employees, government agencies, the general public and members of the industry.

F. ACTIONS AND CONSEQUENCES:

Failure to provide accurate information could affect CAP's productivity and employee morale and negatively affect the volume of consumers assisted. If the public were to provide unfavorable feedback about CAP to their legislators, the resulting consequences could be extremely negative to the department. Failure to exercise good judgment could adversely affect BAR's ability to improve air quality, which is the purpose of CAP.

G. FUNCTIONAL REQUIREMENTS

100% Office Work – No specific physical requirements are present: the incumbent works 40 hours per week in an office setting with artificial light and temperature control. Work hours are Monday to Friday, 8 a.m. to 5 p.m. Daily access to and use of a personal computer, telephone, fax, copier, and other office equipment is required. Sitting and standing requirements are consistent with office work.

H. OTHER INFORMATION:

The incumbent must have the ability and initiative to work independently and seek out answers to questions; work under pressure; assess situations quickly and accurately; communicate information effectively; deal tactfully with the public; and organize and prioritize workload. Detailed knowledge of the Consumer Assistance Program is important for successful job performance.

**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

**Revised 05/21**