

Department of Consumer Affairs

Position Duty Statement

HR-41a (new 9/2019)

Page 1 of 3

Classification Title	Board/Bureau/Division
Staff Services Analyst	Bureau of Automotive Repair (BAR)
Working Title	Office/Unit/Section / Geographic Location
Application Investigations Analyst	Licensing Program/Sacramento
Position Number	Name and Effective Date
646-140-5157-011	

General Statement: Under the supervision of the Staff Services Manager I, the Staff Services Analyst is responsible for processing license application investigations, renewals and brake and lamp certificate purchases. Specific duties include, but are not limited to, the following:

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

60% (E) License Application Investigations

Receive, analyze, and generate Application Investigations (AI) in Consumer Affairs System (CAS) Enforcement on applications whose owners have had prior administrative discipline or a criminal conviction. Refer the Application Investigation to the field office of jurisdiction. Request status updates and close the Application Investigation once a determination on issuance/denial has been made. Work with the Licensing application processors for additional information that may be needed to complete the Application Investigation. Work with the Licensing application processors to ensure the application is processed timely after the decision is rendered. (25%)

Create and track criminal history background letters for applicants who indicate they had a criminal conviction or pled nolo contendere; requesting information as to the date of charge(s) and conviction outcome. Work with BAR's Enforcement Operations Branch and 12 field offices to determine if the conviction warrants issuance of a full-term registration/license, a probationary registration/license or denial of the application. Act as liaison between the Licensing Program and BAR Enforcement's headquarters and 12 field offices. Prepare Smog Check station suspension letters for stations that fail to employ the proper technicians as required by law. Mail suspension letters to the station owner via certified mail. Update the station status to suspended in CAS and Electronic Testers Management Information System (ETMIS). Process requests from the field office for reinstatement of suspended smog check station after they hire proper technicians and pass a station inspection. Update smog stations status to clear in CAS and ETMIS. Update the tracking logs and master file. (20%)

Research and analyze license history information to prepare license history certification letters for BAR disciplinary cases that are submitted for review/action by the Department of Consumer Affairs' (DCA) Office of Legal Affairs, Office of Administrative Hearing, Office of the Attorney General, and District Attorney's Office. Prepare license history certification letters for management's signature and track pending license history certification request due dates by updating/monitoring the license history certification log to ensure requests are processed in a timely manner. Research and reconcile

discrepancies with license information by researching BAR's master file system and licensing databases such as CAS and Applicant Tracking System (ATS); consult with BAR staff and licensees/respondents in reconciling information in licensing (15%)

25% (E) Brake/Lamp Certificate Purchases

Process, track, and mail lamp and brake certificates to stations who are licensed to perform brake and lamp services for California's motorists. Determine that the station has a valid license prior to sending brake/lamp certificates. Working closely with the licensed stations and the Department of Consumer Affairs Accounting Office to research and reconcile any discrepancies with brake/lamp purchases. Process refund requests for stations who have closed their business and returned unused brake/lamp certificates. Prepare and distribute brake/lamp certificate purchases reports monthly or as needed by management, field offices or other governmental agencies. Monitor the brake/lamp certificate supply, notifying management if inventory is running low.

10% (E) Administrative Support

Assist management by scheduling interviews for vacant positions, and ensuring required documentation is prepared and organized. Serve as the Licensing Program's Attendance Coordinator, auditing and tracking monthly attendance reports prior to submittal to BAR's Personnel Unit. Track all policies signed by staff annually ensuring BAR Personnel Unit receives copies. Work closely with BAR's Personnel Unit on staff benefit inquiries.

Assist management with the preparation of the Licensing Program's annual major and minor office equipment report, which includes researching equipment specifications and the preparation of justifications and expected costs. Complete and submit internal BAR purchase requests and other related documentation to BAR's Technology Services Branch (TSB) and Business Services Unit (BSU) for review and approval. Order and maintain office equipment supplies; work with BSU on office equipment maintenance contracts.

5% (M) Licensing Statistical Reports and Special Projects

Research, evaluate, and analyze disclosable statistical data for completeness and accuracy for management review. Respond to technical written and/or verbal inquiries related to administrative licensing cases. Respond to written and telephone inquiries from licensing agencies, legislative staff, attorneys, government agencies, insurance companies, licensees, and consumers to provide consultation regarding technical reportable information. Refer historical information to field offices for investigation.

B. Supervision Received

The incumbent works under the supervision of the Staff Services Manager I.

C. Supervision Exercised

NONE

D. Administrative Responsibility

NONE

E. Personal Contacts

The SSA has daily contact with various levels of departmental employees, licensees,

applicants, other governmental agencies, and the general public.

F. Actions and Consequences

Failure to provide correct information to the public, licensees, applicants, and other government agencies in a courteous, professional, manner could result in complaints and licensing delays. The inability to work effectively with staff may result in the delay of a license/certification and may impede an applicant's ability to conduct business. Failure to accurately verify an applicant's history based on possible past enforcement actions may jeopardize the integrity of the automotive repair and Smog Check industry, pose a financial loss to consumers, and threaten the health and safety of the public.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting with artificial light and temperature control. The incumbent uses a personal computer and telephone daily. Sitting and standing requirements are consistent with office work. The incumbents must occasionally walk, reach to a maximum height of six feet and stoop to floor level to retrieve or replace files. The Staff Services Analyst must display a high level of skills in communicating both verbally and in writing. The incumbent must be flexible regarding interruptions and changes in priorities relative to daily workload.

H. Other Information

The Staff Services Analyst must be self-motivated, organized and able to prioritize work assignments. The Staff Services Analyst must be punctual and dependable and able to work independently to meet assigned deadlines.

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

Employee's Printed Name, Classification

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, Classification

Revised: 7/2021