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| Classification Title Office Technician (Typing) | Board/Bureau/Division Contractors State License Board/ Licensing Division |
| Working Title Licensing Technician | Office/Unit/Section / Geographic Location Experience Verification Unit / Sacramento |
| Position Number 622-218-1139-001 | Name and Effective Date Vacant |

General Statement: Under general direction of the Staff Services Manager I, the Office Technician (Typing) will perform research, administrative, technical and duties for the Contractors State License Board's Experience Verification unit within the Licensing Division. Incumbent will apply policies, procedures and techniques, while performing meaningful tasks which are valuable and necessary to the program. Duties include but are not limited to:

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

30% (E) Enter sensitive and confidential necessary experience and application information into the IWAS system and Microsoft Access. Opening and closing of cases in the IWAS system; typing appeals, supplementals, final denials; return of certified mail receipts and purging. Distribute case files and incoming correspondence to appropriate staff person.

25% (E) Conduct necessary research and apply established criteria, policies, procedures, and laws, such as the CSLB regulations and the Business and Professions Code to ensure relevance of all incoming documentation in support of the applicants. Assist SSA's in preparing documentation (drafting memorandums, correspondence, etc.) to support license denial. Attend meetings with the AGPA to discuss the lacking verifiable supporting documentation.

25% (E) Prepare and batch all acceptable documentation in support of licensee experience and other related documents for inputting and scanning into IWAS for subsequent electronic distribution to and processing by Deputies and Staff Service Analysts in the experience verification unit. (15%)

Act as the attendance coordinator. Draft and send email reminders to CSLB Supervisors and SSMI. Collect and distribute the unit staff timesheets. Update and maintain unit staff leave balances in excel spreadsheet. Reconcile any time keeping discrepancies with the Department of Consumer Affairs, OHR staff and CSLB personnel analyst. (10%)

15% (E) Prepare, verify, research, file, key and photocopy reports and other documents as assigned by supervisor. Aid a variety of Licensing Division application units as necessary to verify the claimed experience of the applicant's information in IWAS system and emailing information to AGPA. Respond to telephone inquiries and correspondence from applicants, employers, Licensing Program staff, and other governing agencies regarding the statutes, regulations, policies, and procedures governing the application verification and denial process orally or in writing. Enter and correct past errors on license record in the TEALE database.

5% (E) Assist with other duties, such as ordering unit supplies by typing supply order forms and researching products requested by staff, answer detailed and/or technical inquires, copying reports and exhibits, typing file labels and creating file folders. Receive cross training, attend training classes, or assist other units in Licensing as needed.

B. Supervision Received

The incumbent works under the general direction of the Staff Services Manager I.

Supervision Exercised

None

Administrative Responsibility

None

Personal Contacts

The incumbent has some contact with the public, CSLB Board, management, staff and others regarding the laws, regulations and policies relating to the licensing program.

Actions and Consequences

Must be able to research, evaluate situations, make decisions, and take appropriate action to assist the Deputies, AGPA and SSA's. The accuracy and thoroughness of the work directly affects the ability of the Analysts to process documents in a timely manner.

Functional Requirements

No specific physical requirements are present. The incumbent must be able to type at least 40 words per minute. The incumbent works up to 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer, telephone and related office equipment are essential. Sitting and standing requirements are consistent with office work. Regular attendance and punctuality are an essential part of this job. The incumbent must occasionally position self to perform a variety of tasks. The ability to tactfully handle communications (telephone calls, correspondence and/or in-person conversations) from the public is essential.

Other Information

The incumbent acts as back-up to the Experience Verification and Bonds/Workers Compensation Units as needed. Other duties as assigned. The incumbent must possess the ability to spell correctly; use proper English; use basic math skills; follow oral and written directions; evaluate situations accurately and take effective action; read and write effectively; keep accurate records; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively. Regular, punctual and consistent attendance is required.

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
Approved: JM 10.15.21**