

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 9/2019)

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Classification Title	Board/Bureau/Division
Office Technician (Typing)	Bureau of Automotive Repair
Working Title	Office/Unit/Section / Geographic Location
Field Office Support Technician	Field Operations & Enforcement Division / South El Monte Field Office
Position Number	Name and Effective Date
646-160-1139-003	

General Statement: Under the general direction of the Program Representative (PR) III (Supervisor), the Office Technician (Typing) (OT(T)) provides public assistance, processes enforcement complaints and performs office work in the South El Monte Field Office. The OT(T) position regularly requires detailed and sensitive public contact and/or origination of correspondence involving the knowledge and application of detailed regulations, policies, and procedures of the Enforcement Division. Duties include, but are not limited to, the following:

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

40% (E) Public Assistance

Answer and screen incoming telephone calls. Respond in person, in writing and by telephone to provide detailed and complex information to callers regarding laws, regulations, and jurisdictions to consumers and licensees, which require computer, typing and research skills. Provide information to inquiries regarding automotive repair, vehicle inspection and smog check related questions and complaints. Refer calls to other staff or agencies when applicable.

Type detailed information into the Consumer Affairs System (CAS) to identify case assignments, complaint status, licensee information and station information to inquiries and respond in person, in writing and by telephone. Type correspondence to staff regarding complaint inquiries.

25% (E) Complaint Processing

Type and query information in the enforcement Consumer Affairs System (CAS) to find license number, name, address, complaint number or other information necessary to assist management and consumers. Summarize complaints and type it into the CAS system. Receive incoming consumer complaints and type complaint history on the Bureau of Automotive Repair (BAR) licensees for PRs out in the field. Type letters to consumers informing them of the PR that is assigned to their complaint case. Query CAS for missing information and type it into complaint forms to complete the input of each complaint. Process complaints for closure, which include typing and mailing survey cards to consumers.

25% (E) Administrative/Clerical Support

Type mailing labels, report labels, case labels. Maintain and enter data into office tracking systems in Excel, such as; investigative case logs, vehicle assignment spreadsheets, complaint assignment logs. Maintain files, including complaint disposition reports, card files, and inventory of documents in Microsoft Word. Create new filing systems when necessary. Draft and prepare attendance records, outgoing mail, and enforcement correspondences for management's signature. Maintain the Enforcement Office's supply inventory and order supplies when necessary by entering information into Excel spreadsheets.

10% (M) Reports

Type and print various CAS and other reports for management upon request. Input timesheets into SharePoint database, generate monthly investigative reports to determine investigation costs, draft and prepare end of the month reports, type monthly vehicle fleet usage reports into the Department of General Services (DGS) website.

B. Supervision Received

The incumbent works under the general direction of the PR III (Supervisor).

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has daily personal and telephone contact with all levels of Departmental employees as well as representatives from other agencies and the public.

F. Actions and Consequences

Failure to exercise appropriate/good judgment in responding to written and/or verbal requests could result in misinformation and embarrassment to the Department.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The incumbent must be able to frequently remain in a stationary position at a workstation throughout the day and must occasionally position self to perform a variety of tasks including retrieval of files. The incumbent must be able to type at least 40 words per minute. In addition, the incumbent must be able to effectively communicate.

H. Other Information

The incumbent must have good interpersonal communications skills and be able to work well under pressure.

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: 08/2022