

**Department of Consumer Affairs**

Position Duty Statement

HR-41 (new 9/2019)

<b>Classification Title</b> Office Technician (Typing)	<b>Board/Bureau/Division</b> Contractors State License Board/Enforcement Division
<b>Working Title</b> Clerical Technician	<b>Office/Unit/Section/Geographic Location</b> Quality Assurance/Sacramento
<b>Position Number</b> 622-301-1139-907	<b>Name and Effective Date</b>

**General Statement:** Under the general direction of the Supervising Special Investigator I (Non-Peace Officer) [SSI-I], the Office Technician (Typing) [OT (T)] assists staff in the Quality Assurance (QA) Unit and Special Investigations Unit (SIU) by performing a variety of the most complex enforcement-related clerical duties. The incumbent performs at the advanced journey level, demonstrating a high degree of independence and initiative. Specific duties include, but are not limited to the following:

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

**60% (E) DATA ENTRY/CODING & PROCESSING**

Type, package, and mail Letters of Admonishment and associated documents within mandated timelines and track progress. Type Advisory Notice letters and transmittals for legal actions; prepare and transmit accusation and citation appeal packages. Prepare and generate arbitration forms via computer and mail them to the complainant and respondents; encode, upon receipt of completed forms, into TEALE Data System (TEALE) the appropriate information and transmit arbitration case referrals to appropriate program and schedule hearings. (25%)

Process all complaint assignments and closures which entails entering information into TEALE for investigation by QA and SIU staff. Review and type complaint closures into TEALE and input any complaint status changes; generate reports for management to track trends, complaint type, and workload. File the complaint folders in the file room; locate, retrieve, and/or refile the documents upon request. (25%)

Track criminal cases filed with local District Attorneys; enter charges filed and disposition of criminal cases into TEALE. Maintain file of calendared administrative and criminal court hearing dates and maintain file of all pending administrative disciplinary actions and criminal complaints. Process Industry Expert inspection requests encoding information into TEALE, file into investigative files and maintain a log of billing invoices, (10%)

**15% (E) FILING, POST MAIL DISTRIBUTION & LETTER PROCESSING**

Type original correspondence and form letters. Send letters to respondents and complainants, and file properly with the case file or maintain a correspondence file, as

necessary. Complete various assignments including filing and copying/scanning reports, training manuals and other related documents. Pick up and process mail from the mailroom and distribute it to the appropriate staff. Act as liaison for office equipment repair. Purge closed investigation files per retention time guidelines.

**15% (E) PUBLIC FACING & INTERNAL COMMUNICATION: TELEPHONE, EMAIL, ETC.**

Provide support via telephone, email, and typed correspondence regarding investigation inquiries or requests. Answer incoming telephone calls and educate consumers, other State agencies, licensed contractors, complainants and respondents about Contractors' License Laws, rules, regulations, and policies.

**5% (E) ATTENDANCE COORDINATION**

Serves as the unit Attendance Coordinator for QA and SIU, which entails maintaining a spreadsheet of unit employees' monthly leave balances, tracking daily attendance, distributing copies of timesheets to staff, gathering timesheets at the end of the month and reviewing for errors, and maintaining a file containing copies of timesheets for all unit staff. Incumbent ensures leave credits are accounted for and reconcile leave credit discrepancies by reviewing the Leave Activity & Balance (LAB) reports for all unit staff, prepare, process, and submit Dock Reports (as needed) in a timely manner to the Contractors State License Board (CSLB) Headquarters Personnel Office.

**5% (M) VARIOUS OFFICE DUTIES**

Monitor and order supplies as necessary. Burn video DVD's for District Attorney filings. Assist consumers in lobby when service bell is activated. Contact building facilities management for work orders or other services as needed.

**B. Supervision Received**

The Office Technician OT (T) works under the general direction of the SSI-I and may receive assignments from the SSI-II and Chief of Enforcement. The Special Investigators and Associate Governmental Program Analysts provide technical assistance and direction as needed.

**C. Supervision Exercised**

None.

**D. Administrative Responsibility**

None.

**E. Personal Contacts**

The OT (T) has daily contact with CSLB employees within the Investigative Center as well as other CSLB employees throughout the state, the general public, consumers and contractors.

**F. Actions and Consequences**

Failure to timely and accurately process assignments as requested could result in problems with case closures, inability to impose appropriate corrective actions, and inaccurate information provided to consumers and respondents.

**G. Functional Requirements**

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, scanning equipment, reproduction equipment and telephone is essential. The incumbent must be able to frequently remain in a stationary position, occasionally move about to and/or from workstation, frequently position self to perform a variety of tasks including retrieval of files and occasionally lifting and/or moving items weighing approximately 30 pounds. The incumbent is required to type a minimum of 40 words per minute.

**H. Other Information**

The 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 Department of Consumer Affairs (DCA) management needs. Regular attendance and punctuality are essential for this job. The position requires that the incumbent possess a good knowledge of Microsoft Word and Excel. The 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.)

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Employee Signature

Date

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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.**

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Supervisor Signature

Date

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Printed Name

**Created: 11/2023**  
**Approved: HM 11/2023**