

Department of Consumer Affairs

Position Duty Statement

HR-041 (Revise 9/2019)

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Classification Title Program Technician II	Board/Bureau/Division Contractors State License Board (CSLB or Board)
Working Title Licensing Technician	Office/Unit/Section/Geographic Location Licensing & Examination Division/ Criminal Background Unit/Sacramento
Position Number 622-216-9928-001	Name and Effective Date

General Statement: Under the general supervision of the Staff Services Manager I (SSM I), and at the journey level of this classification, the Program Technician II (PT II) performs the more difficult and complex duties within the Criminal Background Unit, utilizing an advanced knowledge of CSLB laws, regulations, policies, and procedures. Duties include, but are not limited to, the following:

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

20% (E) Generate Reject Letters

Generate and mail reject letters to applicants due to errors in the LiveScan or the fingerprinting process. This is done through customizing template document(s), to meet the criteria for each situation. Determine the exact reason the LiveScan or fingerprints were rejected by contacting the Department of Justice (DOJ) and communicate these findings to the applicant in the reject letter.

20% (E) Respond to Status of Application

Answer the more complex detailed and/or technical inquiries concerning the status of applicant fingerprints or the conviction history review. Inquires may be made by applicants, governmental agencies, courts, other CSLB personnel, etc. Inquires range from very general questions to very specific and/or difficult queries.

20% (E) Use of Data System/ Cross Training

Proficiently use Teale database, Microsoft Word, Microsoft Excel, Enterprise Document Management System (EDMS), and the Internet to access information and utilize Outlook Mail as a source of communication with all CSLB staff. Receive cross training, attend training classes, and assist other CSLB units (Licensing unit, Enforcement unit, Executive Office, etc.).

10% (E) Prepare Fingerprint Packets/ Mailing

Prepare fingerprinting packets for mailing to license applicants, based on in-state or out-of-state applicant status. In-state applicants require a LiveScan form and packet, and out-of-state applicants require a completed fingerprint hard card.

10% (E) Respond to Inquiries/ Explain Procedures and Criteria

Using current established criteria and procedures, respond to telephone inquiries regarding pending applications, denied applications, and the appeal process. Provide applicant appropriate information regarding issuance or denial of a contractor license. When applicable and appropriate for the specific case, explain relevant CSLB laws, regulations, and policies to applicants.

5% (E) Request Status of Fingerprint

Prepare follow-up requests to DOJ regarding delayed applicant fingerprint results and/or prepare follow-up requests to the Federal Bureau of Investigation for delayed fingerprint requests that will require a name check.

5% (E) Collect and Track Data

Collection and tracking of demographic data of the applicants within a Microsoft Excel spreadsheet for reporting purposes. The data will be submitted through SurveyMonkey and will be compiled into the Excel sheet as it is received.

5% (E) Order Documents

Order court documents from various local agencies for specific applicants. Follow up with various agencies if documents have not been received within a timely manner.

5% (M) Prepare Documents and Transmittal

Categorize and prepare EDMS documents by memo, disclosure statement, court document, notice of withdrawal, LiveScan, and/or single document. Prepare the appropriate coversheet for transmittal to the EDMS Unit.

B. Supervision Received

The PT II works under the general supervision of the SSM I.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The PT II has daily contact with applicants, the public, other Department of Consumer Affairs staff, the Department OJ, other state agencies, and local authorities. It is essential that incumbent interact in a polite and professional manner at all times.

F. Actions and Consequences

Render technical information and resolve problems arising with the public, contractors, applicants, and other personnel based on interpretation of the CSLB laws, regulations, and policies. Decisions made must be thoroughly

researched and accurate. Inaccurate decisions can result in unqualified individuals being licensed which could jeopardize the health, safety, and general welfare of the public, or can jeopardize the livelihood of applicants denying licensure without just cause. Also, the information given and decisions made, directly affect the accuracy of information provided in other units, such as the Call Center and the Front Counter.

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 personal computer and telephone is essential. Ability to handle rude and abusive callers/correspondence from members of the public is essential. Movement is consistent with office work and requires the incumbent to frequently remain in a stationary position. The incumbent must position self to perform a variety of tasks, including retrieval of files and occasionally moving items that weigh 10 to 25 pounds.

H. Other Information

Incumbent must possess good 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 management needs. Confidentiality and discretion are required due to the nature and sensitivity of the documents handled.

It is required that the incumbent have an advanced knowledge of laws, regulations, and policies that affect the CSLB. It is also required that the incumbent have working knowledge of modern office methods, office equipment, and business English and general principles of correspondence preparation.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

Title 11, section 703 (d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance to DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

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

Supervisor's Printed Name, Classification

Approved: 09/2025 HM