

Department of Consumer Affairs

Position Duty Statement

HR-041a (new 9/2019)

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Classification Title Supervising Program Technician III	Board/Bureau/Division Bureau of Automotive Repair (BAR)
Working Title Application Processing Unit Supervisor	Office/Unit/Section / Geographic Location Consumer Assistance Program/Program Support Division/Application Processing Unit
Position Number 646-200-9926-003	Name and Effective Date

General Statement: Under the general direction of the Staff Services Manager (SSM) I, the Supervising Program Technician (SPT) III serves as the Subject Matter Expert (SME) on federal/state program specific statutes, regulations, requirements, procedures, policies, and guidelines. The SPT III is the first level supervision and provides oversight of the Application Processing Unit, consisting of remote and office-centered staff responsible for evaluating and processing Repair Assistance and Vehicle Retirement applications. Specific duties include, but are not limited to, the following:

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

60% (E) Supervision, Planning and Administration

Supervise staff within the Application Processing Unit, maintain accurate attendance records. Approve or deny leave requests. Ensure adequate staff coverage. Recruit, interview, and hire unit staff. Regularly monitor staff performance, address issues performance and disciplinary issues timely by following performance management and progressive discipline elements as necessary. Maintain electronic and up to date employee personnel folders. (30%)

Assign, plan, direct and monitor unit workload. Maintain performance measure standards. As SME, provide guidance and direction to staff on evaluating applications and miscellaneous documents based on regulations and requirements. Analyze production and related reports. Work with analysts and SSM I on processes improvements. Design and develop workload activity reports generated from Consumer Assistance Program's (CAP) database to proactively monitor and evaluate incoming workload and staff availability and productivity. Create, update, and maintain unit procedures/desk manuals (30%)

30% (E) Staff Evaluation, Training and Development

Consistently review, evaluate, and monitor individual staff performance by auditing applications and re-evaluations. Monitor the CAP App Processing Group Email inbox to guide staff on complex issues, ensure consistency and compliance. Consult with SSM I on development of performance measures to implement and ensure they are met by staff. Complete and deliver timely employee appraisals based on factual performance and production statistics.

Review, track, and monitor performance measures to identify training needs. Coordinate with analyst(s) to design, develop, and implement training initiatives/materials for new and existing staff. Provide continuous education for all staff within the unit. Review, track, and monitor training to adapt to a constantly

changing work environment. Provide initial and remedial on the job training to new and existing staff. Work with Quality Assurance and Training analyst to coach, mentor, motivate, and develop staff. Arrange and conduct productive and interactive in-person and virtual meetings to educate staff on program requirements, effectively communicate program policies and procedures, and increase morale.

10% (M) Miscellaneous

Perform lead and application processor duties as needed and assist SPT III in other units with workload. Follow the department's guidelines for maintaining the security and confidentiality of applicant personal information. Attend staff meetings and training classes. Monitor and ensure timely completion of front counter tasks and responsibilities as needed.

B. Supervision Received

The incumbent works under the general direction of the SSM I, however, assignments may also come from the Automotive Program Supervisor II and Automotive Program Manager.

C. Supervision Exercised

The incumbent supervises Program Technicians II and III and other clerical staff within the Program Support Division. The incumbent may also supervise other technical and clerical support staff while serving in a supervisory back-up capacity.

D. Administrative Responsibility

The incumbent is responsible for managing staff and resources in respective units of authority and effectively uses staff and resources to carry out program objectives and supports the exchange of communication between management, supervisors, analysts, and employees.

E. Personal Contacts

The incumbent works closely both in-person and remotely, with all units within BAR, CAP management, analysts, and employees, and has daily contact with the SSM I, in completing assignments and handling responsibilities of the position.

F. Actions And Consequences

Failure to exercise good judgement and effectively understand and accurately communicate the program's objectives, policies and procedures and provide accurate information could undermine public confidence in the program and negatively affect the volume of consumers assisted. If the public were to provide unfavorable feedback about CAP to their legislators, the resulting consequences could be extremely negative to the department.

G. Functional Requirements

The incumbent will work 40 hours per week in either an approved remote location and/or in an office setting. Provision of remote work will depend on business operational as determined by the SSM I. When in an office setting the incumbent will work with artificial light and temperature control. No specific physical requirements are present: Daily access to and use of a personal computer, telephone, copier, scanner, and other office equipment is required. Access to high-speed internet will be required

while working at an approved off-site location. Sitting and standing are consistent with office work.

H. **Other Information**

The incumbent must have the ability and initiative to work independently and seek out answers to questions; work under pressure; analyze situations quickly and accurately and provide information orally; deal tactfully with the public; and organize and prioritize workload.

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.

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: 10/2025