

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 9/2019)

Page 1 of 3

Classification Title Supervising Program Technician III	Board/Bureau/Division Bureau of Automotive Repair (BAR)
Working Title Call Center and Program Support Supervisor	Office/Unit/Section / Geographic Location Consumer Assistance Program/Program Support Division/Phone, Mail, & Filing Unit, Rancho Cordova
Position Number 646-200-9926-004	Name and Effective Date

General Statement: Under the general direction of the Staff Services Manager I (SSM I), the Supervising Program Technician III (SPT III) is responsible for the daily supervision of remote and office-centered staff handling telephone calls, in-person inquiries, written or electronic inquiries, and the retention of records, related to the Bureau of Automotive Repair's Consumer Assistance Program (CAP) within the Phone, Mail and Filing Unit. Specific duties include, but are not limited to the following:

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

45% Staff Evaluation, Supervision and Administration (E)

Monitor, address and resolve attendance-related issues within the unit. This includes working with SSM I in identifying patterns of concern, and scheduling meetings with staff to discuss and correct attendance problems. Prepare and issue formal memos, document and address disciplinary actions as necessary, and ensure they are conducted in accordance with State statutes, laws and regulations. Handle employee complaints and workplace concerns as they arise, ensuring all matters are addressed promptly, fairly, and in a manner that supports both employee development and organizational. Prepare and present probation reports and annual performance appraisals. (25%)

Evaluate individual staff performance by monitoring telephone calls/call recordings and identify training needs. Coordinate with Phone Compliance analyst to effectively mentor and coach staff. (20%)

30% Operations and Planning (E)

Plan, organize, and direct the workload of the CAP Phone Information Center (Contact Center), Mail Process & CAP Support Services, and CAP File Management & Retrieval sections. Serve as the Subject Matter Expert on program specific statutes, regulations, procedures, policies, and guidelines for purposes of educating and supporting staff with responding verbally and in writing to complex inquiries from the public. Personally respond verbally and in writing to complex inquiries from consumers. Coordinate with Compliance analyst to develop workload activity reports, produce Call Center statistics, and run CAP database reports to proactively report, monitor, and evaluate incoming workload and staff productivity. Work closely with the SSM I to develop unit goals, objectives, and performance measures for staff evaluation and development to achieve excellence in efficiency and work product.

Review Call Center and program statistical reports to identify opportunities for process improvement. Establish essential communication techniques for staff to utilize when communicating with customers.

20% Staff Evaluation, Training and Development/Process Improvement (E)

Coordinate with Compliance Quality Assurance and Training Analyst to identify training needs, develop training materials, and make recommendations to the SSM I for improving Call Center staff's accuracy of disseminating information and to improve customer service levels. Provide initial and remedial on the job training to new and entry level staff. Design, develop, and implement training initiatives/materials for new and existing staff. Provide and promote continuous education for all staff within the unit. Review, track, and monitor training to adapt to a constantly changing work environment. Coach, mentor, and develop staff. Arrange productive in-person and virtual meetings to educate, effectively communicate program policies and procedures, and increase morale.

5% Miscellaneous (M)

Attend meetings and training classes related to CAP and supervision of staff. Perform back-up duties in Application Processing Unit and assist other units with workload to ensure operational needs are met.

B. Supervision Received

The incumbent works under the general direction of the SSM I, Automotive Program Supervisor II and Automotive Program Manager.

C. Supervision Exercised

The incumbent supervises Program Technicians I, II and III and other clerical staff within the Phone, Mail and Filing Unit. 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 on-line 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 off-site location and/or in an office setting 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

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