

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 09/2019)

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Classification Title Program Technician III (PT III)	Board/Bureau/Division Bureau of Automotive Repair (BAR)
Working Title Bilingual Program Support Specialist	Office/Unit/Section/Geographic Location Consumer Assistance Program (CAP)/Program Support Division/Phone, Mail and File/ Rancho Cordova
Position Number 646-300-9929-XXX*	Name and Effective Date

General Statement: Under the general direction of the Supervising Program Technician III (SPT III) in the Phone, Mail, and Filing Unit's Mail Processing and Support section, the bilingual Program Technician III (PT III) works in the office to manage workload priorities based on business needs and performs a range of administrative and support tasks to facilitate the efficient processing of applications, customer inquiries and general program requisites.

The incumbent must provide oral and/or written translation of the English and Spanish minimum of 10% of the time while performing the duties and responsibilities of the position. Duties include, but are not limited to, the following:

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

40% Administrative Tasks: (E)

Prioritize workloads based on business needs to ensure timely processing of applications, correspondence and scanning of documents. Prepare and maintain daily workflow reports to track processing volumes and ensure timely completion of tasks. Use Excel and internal databases to record and track daily statistics.

Conduct research using internal (CAP.Net) to verify consumer information and resolve discrepancies. Investigate undelivered/returned mail, verify and update records in collaboration with USPS and internal databases, correct addresses, and update consumer records to prevent future delivery issues. Manage publication and reprint requests, ensuring that materials are accurately processed and distributed in a timely manner.

Collaborate with supervisor and peers to coordinate workload distribution and ensure smooth operations. Assist supervisor in ensuring procedures and internal policies are current in SharePoint.

Assist in onboarding and training new employees on policies, procedures, and system navigation and provide ongoing support and mentorship. Review and update procedures as needed to reflect changes in policies, regulations, and operational requirements.

Manage operational logistics, including inventory control and supply procurement, to support uninterrupted program functionality. Oversee the maintenance of printing and scanning equipment to ensure efficiency in document production and record-keeping.

35% Application and Program Support: (E)

Serve as a subject matter expert on CAP statutes, regulations, and requirements. Apply this knowledge effectively in daily operations and consumer interactions. Stay informed about any changes or updates to CAP policies and procedures.

Handle and oversee the intake, sorting and distribution of incoming and outgoing mail, ensuring documents are handled per policy and procedure.

Review applications and supporting documents to ensure accuracy, completeness, and adherence to established protocols. Identify and resolve discrepancies in submitted applications and supporting documentation, handling and/or escalating complex issues as necessary.

Handle data entry and scanning of applications, invoices and supporting documents in accordance with the workflow status report. Safeguard the integrity, security, and accessibility of consumer records to comply with state recordkeeping policies.

20% Customer Service and Inbound Call Handling: (E)

Provide in-person consumer assistance at CAP's front counter and handle the most complex inbound calls in both Spanish and English for the phone information center. Responsibilities include reviewing the most complex applications, answering inquiries, and guiding applicants through program requirements promptly and professionally while following established policies procedures.

Maintain courteous and patient demeanor in all interactions, actively listening to consumer concerns and inquiries. Assist consumers in navigating the Bureau of Automotive Repair (BAR)/CAP website by explaining its layout and functionality, troubleshooting common navigation issues, and guiding them through the online Repair Assistance (RA) and Vehicle Retirement (VR) application processes. Provide step-by-step instructions, clarify required fields for submitting documentation, and ensure successful submission.

Ensure effective consumer interactions by delivering clear, concise explanations of CAP statutes, regulations, and requirements. Educate consumers in plain language, tailoring explanations to their level of understanding, addressing common misconceptions, and clarifying complex program aspects.

5% Miscellaneous Program Support: (M)

Possess general and administrative knowledge of units within CAP to provide coverage as needed to meet operational requirements.

B. Supervision Received

The incumbent works under the general direction of the Unit SPT III and Program Support Division Manager (SSM I) and may also receive direction from other CAP unit supervisors.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has daily contact and must interact professionally with consumers, CAP managers, supervisors, analysts, co-workers, all levels of BAR unit employees, members of the industry and other government agencies. Incumbent must be able to communicate effectively via phone, email, and in person.

F. Actions and Consequences

Failure to respond to consumer calls promptly and to provide accurate, clear information can significantly erode public confidence in the Consumer Assistance Program (CAP). Timely and effective communication is vital to ensuring consumers understand program benefits and processes, fostering trust in CAP's mission and operations. Poor judgment or errors in handling consumer interactions could harm BAR's credibility as a reliable regulatory body, directly impacting its ability to fulfill its mission of improving air quality. The public relies on BAR to administer programs with professionalism and integrity and any perceived shortcomings may diminish trust in its overall effectiveness. Negative public sentiment, especially if shared with legislators through complaints or unfavorable feedback, could lead to serious consequences for the department. Maintaining high standards in consumer engagement is thus critical to safeguarding BAR's credibility, ensuring program success, and supporting its broader goal of protecting public health and the environment.

G. Functional Requirements

The incumbent works 40 hours per week, Monday through Friday 8:00 a.m. to 5:00 p.m. in an office setting with artificial light and temperature control. 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 use a laptop and possess knowledge and experience of Microsoft Outlook, Word, Excel, Adobe Acrobat and be able to navigate within other internal database. 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 CAP management needs.

H. Other Information

The incumbent must possess exceptional verbal and written communication skills, with the ability to practice empathy and reason logically while employing various communication techniques. They must demonstrate proficiency in developing and evaluating alternatives, effectively presenting information both over the phone and in person, and using sound judgment in decision-making, problem identification, and resolution. The role requires the ability to gain and maintain the confidence and cooperation of individuals contacted during work, effectively manage time and resources, and remain responsive to the needs of CAP management. Additionally, the incumbent must routinely handle sensitive and confidential issues and documents, ensuring strict adherence to privacy and confidentiality standards when addressing program-related matters.

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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