

Department of Consumer Affairs

Position Duty Statement

HR-041 (9/19)

Classification Title Office Technician (Typing)	Board/Bureau/Division Contractors State License Board (CSLB or Board)
Working Title Clerical Technician	Office/Unit/Section/Geographic Location Enforcement / Case Management / Citation Enforcement Section – Norwalk
Position Number 622-354-1139-XXX	Name and Effective Date

GENERAL STATEMENT: Under the general direction of the Supervising Special Investigator I (Non-Peace Officer) [SSI I], the Office Technician (Typing) [OT(T)] performs a variety of complex clerical/technical duties necessary to support the initiation, processing, and maintenance of non-licensee and licensee citation cases in the Citation Enforcement Section. The duties include, but are not limited to, the following:

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

30% (E) LICENSEE CITATION AND PENALTY PAYMENT PROCESSING

Type various codes on the CSLB TEALE database to acknowledge of receipt of citation packages. Gather and print license history reports. Prepare the issuance of citations by typing the formal citation with civil penalties and multiple accompanying required notices. Type declarations, packages, and mail completed citation package. Responsible for filing and monitoring of citation cases. Update TEALE database to reflect issuance of citation by typing critical information into the database. Prepare citation packages and maintain case folders and filing systems. Monitor licensee compliance with the terms and conditions of the citation. Enter compliance status updates into the Enforcement System. Initiate Section 7090.1 License Suspensions and Revocations. Type cover letters for assembled appeal packages and submit them to the Office of the Attorney General. Assemble adoption order packages and submit to the Headquarters Legal Action Deputy. Determine legal process service requirements for legal notices, stipulated agreements, proposed decisions, Board orders, and other legal documents. Serve legal notices and documents to respondents and other interested parties.

30% (E) NON-LICENSEE CITATION AND PENALTY PAYMENT PROCESSING

Type case status and tickler updates into the Enforcement System. Prepare tickler reports and complete required follow-up activities. Update civil penalty payments into the Enforcement System. Monitor respondent compliance with penalty payment requirements and initiate delinquent penalty payment collection processes and Collection Agency Notifications, when required. Prepare and maintain case folders and filing systems. Monitor respondent compliance, with other applicable terms and conditions, of the citation and input compliance status updates into the Enforcement System as required. Assemble appeal packages and submit to the Office of the Attorney General. Assemble adoption

order packages and submit to the Headquarters Legal Action Deputy. Process legal service requirements for legal notices, stipulated agreements, proposed decisions, Board orders, and other legal documents. Serve legal notices and documents to respondents and other interested parties.

15% (E) LICENSEE CITATION CORRESPONDENCE AND LEGAL DOCUMENTS

Receive telephone, email, and written inquiries regarding licensee citations. Receive inquiries from the public, contractors, governmental agencies, attorneys, legislators, and trade associations, and encompass a broad spectrum of subjects ranging from general licensing information to specific questions regarding pending legal actions. Prepare and type written correspondences for inquiries to be signed by the Special Investigators. Prepare citations, installment payment plans, informal citation conferences, settlement agreements, requests for representation, and adoption orders.

15% (E) NON-LICENSEE CITATION CORRESPONDENCE AND LEGAL DOCUMENTS

Receive telephone, email, and written inquiries that encompass a broad spectrum of subjects ranging from general licensing information to specific questions regarding pending legal actions from the public, contractors, governmental agencies, attorneys, legislators, and trade associations regarding non-licensee citations. Type responses to the inquiries for the Special Investigator's signature. Type 10-day letters, installment payment plans, informal citation conferences, settlement agreements, and requests for representation, adoption orders, and legal service declarations.

5% (E) MAIL, OFFICE SUPPLIES AND EQUIPMENT, AND TELEPHONE AND FRONT COUNTER RECEPTION

Open, date stamp, and deliver mail to the appropriate personnel. Order office supplies for the unit. Perform telephone and front counter reception duties, on a rotational basis. Assist the public with EPayment Kiosk and maintain log.

5% (M) ATTENDANCE AND TIMEKEEPING DUTIES

Perform attendance and timekeeping duties for the Norwalk office.

B. SUPERVISION RECEIVED

The OT reports under the general direction of the SSI I and may receive assignments from the Supervising Special Investigator II (Non-Peace Officer). Technical assistance and direction regarding the processing of citations is also provided by Citation Processing Center Special Investigators.

C. SUPERVISION EXERCISED

None

D. ADMINISTRATIVE RESPONSIBILITY

None

E. PERSONAL CONTACTS

The incumbent has daily contact with employees within the Disciplinary and Enforcement Unit as well as other employees at CSLB locations.

F. ACTIONS AND CONSEQUENCES

Incumbent assists with the preparation and processing of non-licensee and licensee citations. Errors in judgment or procedure can result in incorrect disclosure of license and enforcement activity status information to the public, wrongful criminal action against an unlicensed person, or improper suspension or revocation of a licensee's license.

G. FUNCTIONAL REQUIREMENTS

No specific physical requirements are present. 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 and telephone is essential. Movement is consistent with office work and requires the incumbent to frequently remain in a stationary position. The incumbent must occasionally position self to perform a variety of tasks, including retrieval of files, and moving boxes and office equipment weighing up to approximately 10-15 pounds. The incumbent must be able to type at least 40 words per minute.

H. OTHER INFORMATION

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 the Department of Consumer Affairs management needs. Regular attendance and punctuality are essential for this job.

Pursuant to subdivision (u) of Section 11105 of the Penal Code, the Incumbent in this position will be required to submit fingerprints to the Department of Justice for an employee, prospective employee, contractor, subcontractor, or volunteer and be cleared before hiring. Additionally, the incumbent 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.

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

Employee's 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

Supervisor's Printed Name

Approved: 11/2025 HM