

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 Division/Citation Enforcement Section/Support Services Unit/Norwalk
Position Number 622-354-1139-007	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] performs a variety of complex clerical and technical duties necessary to support the initiation, processing and maintenance of cases from the Division of Occupational Safety and Health (DOSH), and 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]

80% (E) Division of Occupational Safety and Health (DOSH)

Receive case referral information from DOSH. Type various codes into the CSLB Teale database to acknowledge receipt of cases. Gather and print license history reports. Review, open, and assign investigation in Teale. Log and shred information not opened for investigation. Responsible for maintaining, monitoring, and filing of investigative files. Type, mail, and send contact letters and correspondence. File licensee documents and correspondence. (40%)

Prepare legal packages for criminal and administrative actions, including the handling of evidence and other sensitive material for cases referred to the District Attorney (DA) and CLSB Case Management. Compose and type warning letters and other correspondence for investigators or supervisor's signature. Responsible for the receipt, noting, and mailing of subpoenas to the appropriate witnesses. (35%)

Serve as a liaison between the general public, law enforcement personnel, Office of the DA, and other governmental agencies as necessary. (5%)

5% (E) Licensee and Non-Licensee Citation and Penalty Payment Processing

Type various codes on the CSLB Teale database to acknowledge receipt of licensee 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, package, and mail

completed citation packages. 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. Type compliance status updates to the Enforcement System. Initiate California Business and Professions Code Section 7090.1 License Suspensions and Revocations. Type cover letters for assembled appeal packages and submit them to the Office of the Attorney General (AG). Assemble adoption order packages and submit to the CSLB Legal Action Deputy. Determine legal process service requirements for legal notices, stipulated agreements, proposed decisions, Board orders, and other legal documents..

Type non-licensee case status and tickler updates into the Enforcement System. Prepare tickler reports and complete required follow-up activities. Update civil penalty payments in 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 AG. Assemble adoption order packages and submit to the CSLB 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.

5% (E) Licensee and Non-Licensee Citation Correspondence and Legal Documents

Receive telephone, email, and written inquires 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 correspondence for inquiries to be signed by Special Investigators (SI's). Prepare citations, installment payment plans, informal citation conferences, settlement agreements, requests for representation, and adoption orders.

Receive telephone, email, and written inquiries regarding non-licensee citations 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. Type responses to the inquiries for the SI'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/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

Assist with attendance and timekeeping duties for the Norwalk office as needed.

B. SUPERVISION RECEIVED

The OT is 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 SI's in the Citation Enforcement Section.

C. SUPERVISION EXERCISED

None

D. ADMINISTRATIVE RESPONSIBILITY

None

E. PERSONAL CONTACTS

The incumbent has daily contact with employees within CSLB's Disciplinary and Enforcement Unit as well as other CSLB employees.

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. Failure to approve this request will result in a failure to appropriately classify the position, will compromise the integrity of CSLB and the Licensing and Examination Division.

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 and must frequently move about to and/or from workstations and worksites. The incumbent must occasionally position self to perform a variety of tasks, including retrieval of files and lifting up to approximately 10-15 pounds. Incumbent is required to type a minimum of 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 California Business and Professions Code 154.3, incumbents in this position will be required to submit fingerprints to the Department of Justice for criminal history background clearance and be cleared before hiring. Incumbent must pass a medical examination to ensure fitness.

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