

**Department of Consumer Affairs**

Position Duty Statement

HR-41 (Revised 09/2019)

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<b>Classification Title</b> Program Technician III	<b>Board/Bureau/Division</b> Bureau of Automotive Repair (BAR)
<b>Working Title</b> Phone Information Center Agent	<b>Office/Unit/Section/Geographic Location</b> Consumer Assistance Program (CAP)/Program Support Division/Phone, Mail, File Unit/Phone Information Center/Rancho Cordova
<b>Position Number</b> 646-200-9929-XXX	<b>Name and Effective Date</b>

**General Statement:** Under the general supervision of the Supervising Program Technician III (SPT III) in the Phone, Mail, and Filing Unit's Phone Information Center within the Consumer Assistance Program (CAP), the Program Technician III (PT III) is responsible for answering inbound calls promptly and professionally, following established procedures. The incumbent must maintain a courteous and patient demeanor throughout all interactions and actively listen to consumer concerns and inquiries.

**A. Specific Assignments [Essential (E) / Marginal (M) Functions]:****40% Regulatory Knowledge, Application and Consumer Education (E)**

Master and maintain up-to-date knowledge of 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. Provide clear, concise explanations of CAP statutes, regulations, and requirements to consumers. Explain in plain language to the consumer's level of understanding, ensuring comprehension. Address common misconceptions and clarify complex aspects of the program. Guide consumers through the Bureau of Automotive Repair (BAR)/CAP website efficiently. Explain the layout and functionality of different sections of the website. Troubleshoot common navigation issues consumers may encounter. Assist consumers in completing online RA) and VR applications. Provide step-by-step guidance through the application process. Explain required fields and documentation needed for successful submission.

**40% Application Review and Analysis: (E)**

Conduct thorough reviews of consumer applications, determination notices, and letters of eligibility. Analyze submitted information for completeness and accuracy. Identify any discrepancies or missing information that may affect the application process. Provide accurate and comprehensive responses to consumer inquiries. Base responses on the analysis of the consumer's specific application status and determination notice. Offer clear explanations for any determinations. Provide program purpose and specific

regulations applicable to determination. Provide guidance on next steps in the application or assistance process. Maintain accurate records of all consumer interactions and assistance provided by documenting consumer interaction. Ensure all information is recorded in compliance with data protection regulations.

**15% Training and Development: (E)**

Stay updated on program changes that may affect policies and procedure to ensure excellent customer service and credibility of the Program. Attend meetings and participate in ongoing training to enhance knowledge and skills. Actively seek opportunities to handle more complex issues independently. Collaborate with team members to share best practices and enhance overall service quality.

**5% Miscellaneous Program Support:**

Possess knowledge of Front Counter tasks to provide coverage as needed to meet operational requirements. Assist other units within CAP and BAR as needed.

**B. Supervision Received**

The incumbent works under the general supervision of the 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 email, phone 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**

**H.** 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.

**I. 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.)

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Employee Signature

Date

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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.**

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Supervisor Signature

Date

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Printed Name

**New: 11/2024**