

DUTY STATEMENT

Job Classification: Student Assistant
Position Number: 024-225-4870-XXX
Scheme and Class Codes: MF10:4870
Reports To: Staff Services Manager I/II
FLSA Status: Non-Exempt
Divisions: Northern
Location: San Jose District Office
Prepared By/Date: Licensing Division October 2025

DEPARTMENT STATEMENT

The Department of Alcoholic Beverage Control (ABC) is committed to providing the highest level of service and public safety to the people of the State through licensing, education, and enforcement. ABC values diversity at all levels of the organization and is committed to fostering an environment in which employees are welcome and can thrive. Employees at ABC are required to provide exceptional customer service, maintain regular attendance, act with integrity, and be professional and responsive.

SUMMARY

Under close supervision and in a learner capacity, the student will assist in processing applications for alcoholic beverage licenses and provides general licensing information to the general public, licensees, applicants, consultants, attorneys, members of the alcoholic beverage industry. The student will provide general office support in answering of phones, emails and filing/organizing documents.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- 25% Make copies of documents required for file license applications. Enter completed application into departmental data base. Create licensing file and forward to appropriate supervisor to assign to Licensing Representative. Mail forms to escrow company and mail notification to local officials.
- 25% Review catering or event authorization applications and daily license applications for completeness. Contact applicant if additional information is needed. Calculate and collect application fees and issue receipt. Obtain supervisor's approval. If conditions are required by Law Enforcement Agency or Supervisor, attach standard conditions list and obtain applicant's signature. Input application into departmental data base. Print license from departmental data base. File application, copy of license, and any supporting documentation in file. Notify applicant of approval or denial. Mail license to applicant.
- 25% Answer phone calls and emails from ABC staff and general public. Provide general information to inquiries and transfer calls to appropriate staff.

- 25% Sort and organize all incoming mail via postal service or fax. Stamp, record, print and route all mail to appropriate staff. Research and pull files requests. Organize files and cabinets. Create file folders and labels.

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Examples of physical demands include typing with both hands on a standard computer keyboard, using a standard computer monitor; answering telephones and taking notes; filing in 4 or 5-drawer filing cabinets, having to stoop or bend for the lower drawers or using a step stool for the higher drawers; and using both hands, wrists, and arms to maneuver files in tightly packed filing cabinets. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds, such as lifting 10-25 pounds of paper or file folders, etc.

The essential and marginal job duties have been discussed with the employee and a copy has been provided to the employee.

SUPERVISOR	DATE	EMPLOYEE	DATE
Print Name		Print Name	

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; and, shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; and, meets commitments.

Interpersonal - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; and, remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; and, participates in meetings.

Team Work - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed; and, recognizes accomplishments of other team members.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; and, able to read and interpret written information.

Quality Management - Looks for ways to improve and promote quality; and, demonstrates accuracy and thoroughness.

Cost Consciousness - Conserves organizational resources.

Diversity - Shows respect and sensitivity for cultural differences; and, promotes a harassment-free environment.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; and, upholds organizational values.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; and, supports equal employment opportunity and respects diversity.

Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; and, able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; and, arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; and, completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; and, asks for and offers help when needed.

Innovation - Generates suggestions for improving work; and, presents ideas and information in a manner that gets others' attention.

Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; and, makes timely decisions.

Motivation - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; and, takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; and, develops realistic action plans.

Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; and, follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; and, monitors own work to ensure quality.

Quantity - Meets productivity standards; completes work in a timely manner; strives to increase productivity; and, works quickly.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Language Ability - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

Math Ability - Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability - Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills - To perform this job successfully, an individual should have working knowledge of Microsoft Outlook, Word, Excel, PowerPoint, and departmental data base.