

**Department of Consumer Affairs**

Position Duty Statement

HR-041 (new 09/2019)

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<b>Classification Title</b> Automotive Program Specialist	<b>Board/Bureau/Division</b> Bureau of Automotive Repair
<b>Working Title</b> Repair Assistance and Vehicle Retirement Specialist	<b>Office/Unit/Section / Geographic Location</b> Consumer Assistance Program / Technical Services Unit / Rancho Cordova
<b>Position Number</b> 646-200-7913-xxx	<b>Effective Date</b>

General Statement: Under the general direction of the Automotive Program Supervisor II (APS II), the Automotive Program Specialist (AP Specialist) serves as a Subject Matter Expert in the Repair Assistance (RA) and Vehicle Retirement (VR) programs administered by the Consumer Assistance Program (CAP). The AP Specialist supports statewide operations by leading quality assurance monitoring, conducting and coordinating field inspections, and driving program modernization and process improvements. The AP Specialist also delivers training and provides technical guidance to ensure consistent program delivery and high-quality customer service. Duties include, but are not limited to, the following:

A: SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

**50% Quality Assurance Monitor/Lead (E)**

Monitor the Industry Help Desk and CAP Technical Line calls to assess Automotive Program Representative (APR) adherence to procedure, technical accuracy, and customer service level through recording review and live monitoring. Generate comprehensive statistical reports for management. (15%)

Review processed and completed repair notifications to ensure APRs thoroughly reviewed the diagnosis and proposed repairs for necessity and cost effectiveness. Review processed and completed invoices to assess the quality of the APR's technical review. Track and analyze patterns related to station repair effectiveness, customer service, and compliance, generating comprehensive statistical reports for management. In consultation with the APS II and RA section supervisor, coach staff on areas needing improvement. (15%)

Review vehicle retirement audit reports to ensure that the reports concisely and accurately report any dismantler deviation from requirements specified in the VR operations manual and contract. Analyze data compiled from these reviews to track patterns of deviation types found at different contractor locations and patterns of deviation types found by different auditors. Generate comprehensive statistical reports for management. In consultation with the APS II and VR section supervisor, coach staff on areas needing improvement. (15%)

Triage incoming repair notifications to determine need for special assignment (5%).

**25% Field inspection (E)**

Lead and conduct audits at dismantlers, repair stations, and schools ensuring compliance with CAP requirements. Mentor APRs through ride-alongs and practical training to ensure effective field visits. Coordinate with RA and VR supervisors to prioritize and execute targeted field visits. Maintain detailed tracking logs, analyze field data, and provide expert recommendations to management. Engage with stakeholders to gather feedback and drive continuous process improvement.

**10% Program Modernization and Process Procedure Enhancement (E)**

Serve as a subject matter expert (SME) in the development, testing, and implementation of internal processes and procedures within the Technical Services unit. Lead efforts to update and maintain RA electronic procedural manuals, ensuring alignment with evolving program needs. Act as a technical advisor in the evaluation and enhancement of CAP's databases and applications, including CAP.Net and SharePoint. Provide SME-level insight to support the modernization of CAP systems. Provide expert-level input and strategic guidance on new and proposed program requirements.

**10% Training and Complaint Resolution (E)**

Design and deliver training materials for both new and experienced APRs, leveraging subject matter expertise to ensure high-quality instruction. Partner with RA and VR section supervisors to facilitate APR cross-training between VR and RA functions. Serve as a key resource in resolving complex complaints from the automotive industry and CAP consumers, applying expert judgment and program knowledge.

**5% Miscellaneous (M)**

Represent CAP as a subject matter expert in meetings with state and local agencies, industry groups, and consumer organizations. Act as a backup for absent APRs as assigned. Deliver presentations and participate in conferences and trainings. Oversee the proper use and maintenance of CAP vehicles. Review and submit mileage logs and telematics data. Train staff on state vehicle policies and ensure compliance with operational requirements. Perform other duties as assigned.

**B. SUPERVISION RECEIVED:**

The incumbent works under the direction of the Automotive Program Supervisor II and may also receive direction from the Automotive Program Manager. The incumbent will regularly receive guidance from RA and VR Automotive Program Supervisor I's.

**C. SUPERVISION EXERCISED:**

None

**D. ADMINISTRATIVE RESPONSIBILITY:**

The incumbent develops and monitors program goals and objectives in the areas of budget, contracts, business services, and makes recommendations to management.

**E. PERSONAL CONTACTS:**

The incumbent has daily contact with all levels of departmental employees, representatives from other state agencies, school staff, dismantler staff, licensees, and consumers.

**F. ACTIONS AND CONSEQUENCES:**

Failure to provide correct information could greatly affect program integrity as well as hinder achievement of program goals and objectives. Failure to properly oversee activities and take corrective action could greatly harm consumers and cause inappropriate expenditure of state funds.

**G. FUNCTIONAL REQUIREMENTS:**

The incumbent works 40 hours a week. Daily access to and use of a personal computer and telephone system is essential. The incumbent will spend an average of approximately 70% of each work week in the office. Stationary position requirements in the office are consistent with office work. The incumbent will spend an average of approximately 30% of each work week in the field, which includes remaining in a stationary position, driving and ambulating. In a normal work shift, an incumbent will frequently be required to use hand manipulations and body

movements. Using a state vehicle, the incumbent travels to various STAR stations, and dismantler sites. This position will require periodic overnight travel.

Occasionally, an incumbent will be required to maneuver around, underneath and/or over obstacles in the process of inspections and investigations.

**Environmental Conditions:**

The incumbent will work both indoors and outdoors, depending on the situation he/she is involved in at any given time. While indoors, the temperature and humidity is reasonably controlled, but while outdoors, the incumbent is exposed to climatic conditions. While driving, the incumbent may be exposed to dust and fumes. There is a reasonable expectation of contact with potentially hazardous materials or chemicals.

In an 8-hour work shift, an incumbent will routinely:

Stand/Walk	Occasionally
Sit	Occasionally
Drive	Frequently
Bend/Stoop	Occasionally
Squat/Crouch	Occasionally
Crawl	Occasionally
Reach/Stretch	Occasionally
Balance	Occasionally
Push/Pull	Occasionally
Carry	Occasionally
Lift	Occasionally
Kneel	Occasionally
Twist	Occasionally
Foot Movement	Occasionally, the incumbent will use repetitive foot movements when driving a vehicle.
Hand Manipulation	Frequently, the incumbent uses hands respectively for fine manipulating motor skills and firm grasping with all joints and digits for writing or typing reports.

Occasionally =	1-33% of workday
Frequently =	34-66% of workday
Continuously =	67-100% of workday

**H. OTHER INFORMATION:**

The incumbent must have knowledge of the Automotive Repair Act and the Vehicle Inspection and Maintenance Program; industry standards for diagnosis and repair of automobiles; tools, equipment, and methods used in the repair, adjustment, and servicing of automobiles and automotive pollution control systems; and good judgment, interpersonal and communication skills, maturity when interacting with consumers, tact and diplomacy, and problem-solving skills. The incumbent must have the ability to work under changing priorities and deadlines, the ability to look and act in a professional manner, and the ability to communicate effectively. Knowledge and proficiency in the use of Microsoft Word is required. Knowledge and proficiency in the use of Excel is desired. The possession of a valid driver's license and good driving record are required. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation. Periodic overnight travel will be required.

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.

This position is subject to the incompatible Work Activity (IWA) Policy of the Department of Consumer Affairs. Unless previously disclosed and resolved, any participation and or ownership related to an Automotive Repair Dealer, and possession of any Bureau of Automotive Repair license, must be disclosed and resolved pursuant to the IWA policy.

Conflict of Interest

*This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st, and within 30 days of leaving office.*

**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

**REVISED 04/2026**