

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 7/2015)

Classification Title Office Technician (Typing)	Board/Bureau/Division Contractors State License Board (CSLB or Board) / Administration
Working Title Cashier/Records Technician	Office/Unit/Section/Geographic Location Business/Support Services/Cashiers/ Sacramento
Position Number 622-111-1139-907	Name & Effective Date

General Statement: Under the general direction of the Office Services Supervisor II (OSS II), the Office Technician (Typing) [OT(T)] performs specialized cashiering duties for CSLB. The OT(T) works independently performing difficult cashiering and accounting procedures, receiving, receipting, recording, reconciliation, and disbursing of various types of funds daily. The duties include, but are not limited to, the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]

35% Cashiering Transactions (E)

Sort various types of cashier documents by monetary amounts, such as licensee fees for new or renewed applications and payment of fines. Verify the check amounts are correct for the requested transaction. Prepare documents by removing staples and sorting. Stamp receipt numbers on checks and appropriate corresponding forms and documents using 28 various revenue codes. Enter all transactions on the appropriate revenue collection reports, which are distributed to the Department of Consumer Affairs (DCA) Accounting unit. Log all accounting records, records of collections, and disbursement totals into the TEALE database system, completely and accurately daily. Research fees sent with incorrect or incomplete information to cashier, returning to appropriate parties, such as the unit manager or the customer for review and correction.

Maintain automated cashiering logs for CSLB Cashier unit by entering all data received from renewals and applications regarding payments. Secure all monies received by logging the money bags, arranging for transfer, and ensuring that all monies are locked in the safe.

30% Data Entry (E)

Type and/or encode various receipt numbers, as well as the business names and/or individual names, into the TEALE database system. Process, track, and log records for all dishonored checks, reimbursements, relief of accountability, expert witness fees, abatements, and refunds.

Transfer fees, using desktop computer, from varied revenue accounts on imaged documents within the CSLB Image Workflow Automated System. Draft correspondence for various return payment notices to customers.

20% File Room Maintenance, Document Preparation, Scanning and Quality (E)

Assist in shifting and moving boxes of files on shelves to create space for new incoming files and file documents. Organize, fill, and log books and transfer boxes, and other documents into the file room, in an organized manner. Assist with pulling files as requested by CSLB staff.

Verify that all staples, paper clips, and notes are removed, repair any tears or holes, and that all documents are readable prior to the scanning process. Verify that each batch cover sheet is correct by confirming that the written template and document type are compatible and accurately reflect the documents included in the batch.

Compare the count on the scanner with the count on the batch cover sheet to verify that all documents were captured during the scan. Resolve any discrepancies by manually counting the batch to determine whether the issue is due to scanner malfunction or preparation errors. Research the issue until the problem is fully resolved.

Verify each image scanned is acceptable and legible. Perform basic cleanup, including de-skewing, de-speckling, and deleting unnecessary pages, before accepting the batch for indexing. Input the required information on the batch cover sheet once the batch is acceptable. Input the information and attach the scan batch cover sheet, once verified and accepted for tracking purposes, and place the completed batches in the appropriate baskets for indexing.

Perform a quality control review of all batches, prior to indexing, to resolve issues and address any missing or questionable information and ensure that indexing can be completed without aborting batches. Enter the licensee's information into the TEALE or EDMS data system to research the documents received. Contact the EDMS lead for resolution after completing the research.

Conclude the appropriate course of action for the document based on the specific information provided or when the document has been processed incorrectly. Identify and select the appropriate identification number, such as an application receipt number, license number, or cashiering receipt number to serve as the Unique Identified Document (UID).

10% Check Processing (E)

Prepare, endorse, and verify all checks for daily deposits. Type, reconcile, and verify report of collection along with other accounting reports, using spreadsheet software for submission to DCA's accounting office daily. Fiscal year-end closing requires all revenue transactions to be completed, deposited, and/or sent to DCA. All daily activity reports must be entered into the accounting logs to be reconciled, closed, and prepared for storage before the new fiscal year. Research and resolve difficult cashiering problems for CSLB staff and consumers.

5% Miscellaneous (M)

Type other correspondence for supervisor's review, such as letters to customers responding to questions regarding fees, refunds, or non-sufficient funds. Rotate counter duties with other OT's and answers phones.

- B. Supervision Received
The OT(T) reports directly to and receives assignments from the OSS II. The OT(T) may also receive directions from the Supervisor I.
- C. Supervision Exercised
None
- D. Administrative Responsibility
None
- E. Personal Contacts
Frequent contact with CSLB staff, individual customers, DCA cashiering, and accounting divisions. Provide customers with direction using the guidelines of the appropriate laws, regulations, State Administration Manual (SAM), policies, procedures, and management memorandums.
- F. Actions and Consequences
Failure to follow proper guidelines from the SAM, and any other control agency rules and guidelines, may result in litigation issues for the Board. Failure to process documents in a timely manner may result in loss of mission critical processing and will result in loss of revenue for the State of California.
- G. Functional Requirements
The OT(T) works 40 hours a week, in an office setting with artificial light, and temperature control. The incumbent must constantly operate a computer and other office productivity machinery, such as a calculator, copy machine, 10-key adding machine, and a computer. The incumbent will be using stamping machines and staple removers for long periods of time, positioning self to move to retrieve files, and occasionally move up to 20-pound boxes.
- H. Other Information
As an employee of the Administration Division, this position requires confidentiality and discretion due to the sensitivity of the documents handled. Incumbent must keep current on control agency and departmental requirements such as SAM, General Accounting Practices, Government Codes, and use knowledge of specific laws, policies, and guidelines to determine the requirements, and legal impact of contractual agreements. Regular and consistent attendance is essential.

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 with 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 manager/supervisor. If unsure of the need for reasonable accommodation, inform the hiring manager/supervisor, who will discuss your concerns with the Health and Safety Analyst.)

Employee Signature

Date

Employee's Printed Name, Classification

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, Classification

Created: 4/2026