

Department of Consumer Affairs

Position Duty Statement
HR-041 (new 07/2015)

Classification Title Office Technician (Typing)	Board/Bureau/Division California Architects Board
Working Title Enforcement Technician	Office/Unit/Section / Geographic Location Enforcement/Sacramento
Position Number 616-110-1139-907	Name and Effective Date

General Statement: Under the general direction of the Supervisor I, the Enforcement Technician is responsible for the review, correspondence, and evaluation of complaints related to the Enforcement Program and program support to the Enforcement Unit. Duties include, but are not limited to, the following:

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

45% (E) Correspondence

Independently responds to inquiries regarding the Architects Practice Act and regulations from building officials, architects, candidates, engineers, contractors, attorneys, other state agencies, and the public both over the telephone and in writing. Maintains record of verbal and written/email correspondence. (25%)

Prepares original correspondence requesting a response, evidence of correction and compliance. Reviews response, writes and prepares correspondence, and provides findings with recommendation to the Lead Enforcement Analyst for concurrence. Prepares complaint acknowledgment, subject and complaint closure, and non-jurisdictional letters. (20%)

45% (E) Complaints

Reviews complaints to determine if complaints are jurisdictional or non-jurisdictional and opens complaints by creating record on computer system. Refers non-jurisdictional complaints to appropriate agencies. Verifies subject's licensure status on computer system. Reviews advertising and unlicensed activity complaints and makes determination if a violation occurred. Creates a recommendation and citation, if deemed necessary, to finalize complaint closure. (30%)

Creates and updates complaint action codes on various computer tracking systems upon resolution. Maintains, updates, and prepares enforcement statistical reports. (10%)

Makes recommendations on complaints to be referred to Division of Investigation (DOI) for formal investigation. Writes and prepares requests for service to the DOI. Obtains status on cases referred to DOI. Reviews investigator's final report and provides recommendation on findings to the Lead Enforcement Analyst for concurrence. (5%)

10% (M) Program Support

Assists in preparing and assembling Regulatory and Enforcement Committee (REC) meeting agendas and packets. Coordinates and prepares meeting sites. Attends REC meetings as needed. Secures travel arrangements for Committee members and staff using Internet and other resources and prepares travel claims for submittal to accounting for travel reimbursement. Verifies appropriate amount of claim warrants and reconciles any discrepancies.

Creates fingerprinting card packages and notifies analyst of all fingerprinting card packages mailed to out of state applicants and candidates.

B. Supervision Received

The OT is under the general direction of the Supervisor I; however, direction and assignments may also come from the Lead Enforcement Analyst and Assistant Executive Officer (AEO).

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The OT has daily contact with other Board staff, including the Executive Officer (EO) and AEO, general public, applicants, candidates, and licensees regarding program-related issues and activities; occasional to frequent contact, which may be sensitive, with Department of Consumer Affairs (DCA) legal counsel and DOI, and law enforcement agencies; and occasional contact with Board and committee members regarding program-related issues and activities.

F. Actions and Consequences

Failure to properly administer the Board's Enforcement Program in an effective and efficient manner to ensure ethical and legal standards are adhered to may jeopardize consumer protection. Failure to complete assignments in a proper and timely manner could result in the EO, committee, or Board making uninformed decisions, which could seriously impact the Board's mandate to protect the public health, safety, and welfare. Failure to ensure that case aging standards are met and to accurately interpret and provide information about the laws and regulations governing the practice of architecture in an effective and efficient manner could seriously impact consumers, licensees, and other members of the public. Failure could also disrupt the Board's operations and delay all services rendered to the public. Failure to use good judgment in handling sensitive and confidential materials and in imparting information could result in failure to obtain compliance with the licensing laws by subjects of complaint investigations. Misinformation could also result in embarrassment to the licensees, the Board, DCA, and, in some cases, the Governor.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Incumbent is required to type a minimum of 40 words per minute. Daily access and ability to use a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. Bending and stooping to retrieve files. The incumbent must also be able to do occasional lifting up to 25 lbs. (boxes, large file folders, and building plans). Travel via automobile and/or air may be required to attend Board and committee meetings as needed.

H. Other Information

The OT routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times. The successful completion of these duties requires a broad knowledge of Board programs, policies, and procedures, as well as the ability to identify, thoroughly understand, and respond to sensitive issues.

The incumbent must possess at a minimum, the following skills and abilities to support the achievement of the Board's goals and objectives and maintain good working relationships in a professional manner with Board and committee members, staff, management, candidates, licensees, stakeholders, governmental agencies, the Legislature, and the public:

- positive attitude to motivate staff;
- excellent communication skills (both written and verbal), reading comprehension, and interpersonal skills;
- good judgment in decision-making;
- creativity and flexibility in problem identification and resolution;
- manage time and resources effectively;
- work cooperatively with others as a member of a team;
- responsive to management needs;
- maintain speed and accuracy in completing assignments;
- flexible with interruptions and changes in priorities relative to workload;
- computer and software program proficiency (Microsoft Office Suite);
- maintain regular and consistent attendance; and
- travel to attend various committee and Board meetings as needed.

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

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