

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 9/2019)

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Classification Title	Board/Bureau/Division
Automotive Program Representative	Bureau of Automotive Repair (BAR)
Working Title	Office/Unit/Section / Geographic Location
RA Technical Representative	Consumer Assistance Program/Technical Services Unit/Repair Assistance & Quality Control/Rancho Cordova
Position Number	Name and Effective Date
646-200-6840-041	

General Statement:

Under the general supervision of the Automotive Program Supervisor (APS) I, the Automotive Program Representative (APR) performs a full range of technical duties in support of BAR's Consumer Assistance Program (CAP) and the BAR Industry Help Desk.

The APR analyzes repairs proposed by Smog Test-and-Repair (STAR) stations participating in CAP's repair assistance program to ensure that they are necessary and cost-effective and approves or rejects the proposals based upon that analysis. They answer telephone calls received by the Industry Help Desk on a wide range of issues relating to Smog Check and Safety Inspection System analyzers, software updates, the STAR program, and other issues. The APR interacts with the public, repair facilities, and other BAR stakeholders. They inspect vehicles and visit repair facilities and dismantlers to audit compliance with CAP requirements. They must have technical automotive knowledge and the ability to interpret and apply contractual requirements, laws, regulations, policies, and procedures.

Assignments may vary in complexity and responsibility appropriate to the incumbent's skill and range level within the classification. As an incumbent gains experience, they are expected to perform duties with increasing independence, complexity, and higher consequence of error.

Duties include, but are not limited to, the following:

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

45% Repair Assistance Program Auditing and Evaluation (E)

Review station repairs, invoices and electronically submitted information to determine if repairs and services were provided in accordance with laws, regulations, policies and procedures (including CAP Operations Manual). Review and audit CAP station repair records and document the findings. Identify and document statistical trends/patterns regarding potential remedial issues or fraud and abuse. Gather facts and document confirmed violations. Draft enforcement referrals when investigation is determined warranted and/or recommend appropriate action including issuance of warning letters, remedial training or contract termination. (25%)

Visit selected STAR stations to verify compliance with CAP standard agreement and Repair Assistance (RA) operations manual. Review station records. Compare CAP invoices with non-CAP invoices to ensure that the fees charged to the state do not exceed the usual and customary prices charged by that station. Evaluate the need to train smog repair technicians and service writers in CAP processes. Conduct training as appropriate. Contact selected CAP consumers to arrange vehicle-repair-verification inspections at an agreed upon location convenient to the consumer. Inspect easily visible portions of these repaired vehicles to verify that invoiced parts were installed. (15%)

Assist with data gathering, analysis and writing of CAP reports. Recommend policies and procedures to ensure compliance with statutory and regulatory requirements. (5%)

25% BAR Industry Help Desk Duties (E)

Respond to telephone and email assistance requests from Smog Check and Safety Systems Inspection stations for assistance with logging station owners and technicians on to the California Vehicle Inspection System (CAL/VIS) software and registering the Data Acquisition Device (DAD).

Respond to telephone and email inquiries from Smog Check stations and technicians for assistance with understanding their STAR short term scores and future pass rate (FPR) scores.

By telephone and email, provide technical support and referrals to consumers, Automotive Repair Dealers, Smog Check stations and technicians, and Safety stations and technicians.

15% Consumer and Station Assistance (E)

Respond to and assist consumers on inquiries and complaints regarding the services allowed under CAP and services provided by contracted RA stations or Referee Contractor. This duty includes handling overflow calls from CAP's Consumer Call Center during peak call periods.

Advise stations on CAP policies, procedures, and operations. Provide technical advice and assistance to CAP stations consistent with laws, regulations and policies and procedures.

Provide instructions and information to active and prospective CAP Stations and technicians, consumer groups, and industry groups.

5% Vehicle Retirement (VR) Program Dismantler Audits (E)

Conduct field inspections and audits at contracted dismantler sites statewide in accordance with the direction provided by the VR Technical Unit lead and supervisor. Ensure dismantler sites adhere to CAP VR contract procedures and guidelines; verify that CAP vehicles are purchased and crushed per CAP contract requirements. Review dismantler site records, conduct visual inspections and verifications of dismantler yard activities.

5% Station Recruitment, Program Promotion, and Consumer Outreach (E)

Visit STAR test and repair stations to explain the CAP RA Program and the benefits of CAP participation. Address questions and concerns relating to participation. Provide materials relating to program.

Visit test-only stations to explain how providing information about the RA and VR programs to those who fail the smog inspection might assist their customers and generate customer goodwill. Provide materials relating to program.

Represent CAP at outreach events directed toward consumers and industry.

5% Research and Administrative Support (E)

Attend meetings and training sessions, develop and modify procedures, assist the BAR Engineering unit with Smog check related research projects, and assist with various administrative duties on an as-needed basis.

B. Supervision Received

The incumbent works under the general supervision of the Automotive Program Supervisor I (Supervisor) and may also receive direction from the Automotive Program Supervisor II and Automotive Program Manager.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has daily contact with all levels of DCA and BAR employees, various state and local agency representatives, contracted Repair Assistance stations, contracted dismantlers, and consumers.

F. Actions and Consequences

Failure to properly identify fraud and abuse practices of participating stations and dismantlers could result in the Smog Check/CAP failing to meet its goals and mandates. Failure to exercise good judgment and effectively communicate the program's objectives, policies and procedures in accordance with BAR's mission, vision, and values would have a negative impact on BAR and CAP. The consequences of error increase at higher ranges as responsibilities become more complex and actions carry greater impact.

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.

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.

H. Functional Requirements

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	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

I. 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.

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 and 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

Printed Name and Classification

Revised: 10/2025