

Department of Consumer Affairs
 Position Duty Statement
 HR-041 (new 7/2015)

Classification Title Program Technician II	Board/Bureau/Division Contractors State License Board (CSLB or Board) / Enforcement Division
Working Title Intake Technician	Office/Unit/Section/Geographic Location Intake/Mediation/Sacramento
Position Number 622-314-9928-006	Name and Effective Date

General Statement: Under the general supervision of the CSLB Supervising Program Technician II (SPT II) the incumbent performs at the journey level of this classification, performing the general and more difficult program specialist work. Duties include but are not limited to, the following:

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

40% (E) Customer Service

Explains consumer laws and regulations and CSLB rules, policies, and procedures to the public by telephone, through correspondence, and at the public counter. Distributes educational information to the public, contractors, attorneys, legislative staff, and government agencies.

40% (E) Processing and Monitoring Incoming Complaints

Receives and registers complaints from consumers via web site or US mail. Researches the Teale Data Base (Teale) to obtain case facts, license status, and complaint history. Encodes complaint forms, and keys information into the Teale complaint database. Determines jurisdiction and possible violations of Contractor's License law. Contacts complainants to request and obtain required documents, creates written correspondence, and monitors complaints to ensure documents are received. Make recommendations for closure of complaints that have no supporting documentation, to supervisor.

15% (E) Data Entry and Conducts Identification Inquires

Assigns cases to Mediators, orders contact letters, and updates Teale. Processes complaint closures and transfers by encoding and updating Teale; also enters transfer information into a physical log. Performs Consolidated Lead Evaluation and Reporting System (CLEAR) and Department of Motor Vehicles (DMV) searches, to identify unlicensed contractors.

5% (M) File Maintenance and Mail Processing

Picks up and processes incoming and outgoing mail. Evaluates and researches incoming correspondence to determine appropriate disposition. Pulls, purges, and files documents and complaint files for staff. Processes Mandatory Arbitration packages, Legal Actions, and Non-Permission Forms.

B. Supervision Received

The incumbent is under general supervision of the SPT II but may receive lead guidance from the Special Investigator and assignments from the Supervising Special Investigator I.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has frequent contact with consumers and licensees to gather and document case facts concerning consumer complaints. The incumbent has daily contact with other Board personnel, involved in the investigation and mediation of consumer complaints.

F. Actions and Consequences

Inaccurate information given to consumers can lead to delays in the complaint process.

G. Functional Requirements

No specific physical requirements are present: the incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. The incumbent must be able to frequently remain in a stationary position, occasionally move about to and/or from workstation, and frequently position self to perform a variety of tasks including retrieval of files.

H. Other Information

Chapter 2, section 154.3 California Business Professions Code (a) Pursuant to subdivision (u) of Section 11105 of the Penal Code, the Incumbent in this position will be required to submit fingerprints to the Department of Justice for an employee, prospective employee, contractor, subcontractor, or volunteer and be cleared before hiring. Additionally, the incumbent 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.

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.

Conflict of Interest (COI)

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

Employee's 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

Supervisor's Printed Name

Revised: 7/2023

Approved: 01/2026 HM