

Department of Consumer Affairs

Position Duty Statement

HR-041 (Revised 7/2015)

Classification Title Program Technician III	Board/Bureau/Division Board of Pharmacy
Working Title Licensing Application Technician	Office/Unit/Section/Geographic Location Licensing Unit B
Position Number 632-110-9929-002	Name and Effective Date

General Statement:

Under the general direction of the Supervisor I, the Program Technician III (PTIII) performs advanced journey-level duties and responsibilities in processing pharmacy technician applications that are essential to the effective operation of the board's Licensing Unit B. The PTIII is expected to exercise good judgment and be knowledgeable of the pharmacy technician statutes and regulations. The PTIII functions independently and as part of a team to ensure the proper licensing of pharmacy technicians.

The PTIII regularly utilizes the Consumer Affairs System (CAS), the Applicant Tracking System (ATS), Microsoft Office, SharePoint, Teams, and may use a variety of office machines and software programs in the normal course of their duties. Duties include, but are not limited to, the following:

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

70% (E) Processes Pharmacy Technician Applications

Track and prioritize workload of pharmacy technician applications and documentation. Initiate system records with the applicant's personal information and the qualifying method based on how the applicant is applying. Identify which application requirements are fulfilled or are deficient by coding each qualifying field into the application ATS record. Independently reviews and evaluates applications to determine eligibility for a pharmacy technician license. Act as an expert resource on licensing issues for other staff to consult with. Review and process complex applications to ensure that the statutory and regulatory requirements are met, and that the information is complete and accurate. Conducts background checks of each applicant in the Consumer Affairs System to identify any prior or current discipline or case investigation to forward to the enforcement unit for investigation. Assures completeness of applications received. Prepares correspondence regarding application deficiencies. Performs first check for licensure and forwards files meeting licensing requirements to the analyst for issuance of license. Performs data entry into the Consumer Affairs System (CAS) and the Applicant Tracking System (ATS). (55%)

Processes incoming mail for pharmacy technician applications received via mail and email within the standard processing times established by the Board. Match incoming mail with corresponding pending application files. Review and evaluate the deficiency mail to determine if the application is complete and meets the licensing requirements to forward to the analyst for issuance of the license. Assures deficient and abandoned files are managed according to Board timelines and strategic plan objectives. Performs follow-ups on deficient applications and determines whether pending applicants are appropriate to be deemed "abandoned" as provided by regulatory requirements and may be withdrawn as incomplete. Performs a quarterly Quality Performance Inventory Report by reviewing all pending applications to determine the status of the application and notifies the applicant in writing of pending documents required to complete the application process. Ensures the cancellation of existing licenses due to non-payment of renewal fees. (5%)

Performs follow-ups on Live Scan and fingerprint cards sent to the Department of Justice for all pharmacy technician applicants. Review fingerprint success reports to identify applicants with criminal history responses received from the Department of Justice (DOJ) and/or the Federal Bureau of Investigation (FBI), print responses and forward files to enforcement unit for investigation. Prepare letters to applicants whose fingerprints could not be processed by DOJ and/or FBI due to poor quality. Prepare letters to DOJ if a response is received with incorrect personal information. Research discrepancies and verify information by contacting applicants, employers, and other governmental agencies by telephone and in writing. Identify application deficiencies based on the evaluation of the application and prepare written correspondence to the applicant identifying application deficiencies and requesting required documentation. Review and respond to less complex email inquiries within the standard processing times established by the Board pertaining to the respective applications. (5%)

Reviews and processes in conjunction with Enforcement Unit for pharmacy technician applicants with disciplinary action, criminal conviction history or unlicensed activity. (5%)

25% (E) Primary Contact for Individual Application Process

Responds to telephone and e-mail inquiries concerning the status of an application and application processes. Applies specific laws, regulations, office procedures and policies to the application process. Responds in writing to inquiries from applicants who are seeking licensure as a pharmacy technician in California.

Maintains weekly statistics for management on number of applications received, processed, and other pertinent data as necessary. Maintains and updates the procedure manual.

5% (E) Backup and Other Licensing Duties

Provide backup support to the Board's front counter. Assists with coordinating and overseeing the records retention schedule for Board licensing records (e.g. reviewing, processing, and staff resources) to identify Board records scheduled for storage or destruction. Files Board documents.

B. Supervision Received

The PTIII reports directly to and receives the majority of assignments from the Supervisor I.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The PTIII has daily contact with applicants regarding routine inquiries for application status and process. The PTIII has frequent contact with the Supervisor I, Analyst I, and Analyst II regarding licensing applications that require special consideration. The PTIII has occasional contact with pharmacy technician training programs regarding routine application questions.

F. Actions and Consequences

Failure to properly provide accurate information to applicants and licensees could result in delayed processing times for applications. Failure to properly process applications accurately could result in an applicant who is not qualified or does not meet licensing requirements to be issued a pharmacy technician license. This could potentially harm consumers, in that a license holder would not be qualified to possess a license or meet the licensing requirements. Failure to accurately process a pharmacy technician application could also result in an applicant who is qualified and who does meet licensing requirements not being issued a license. Failure to review applications and deficiency documents in a timely manner could result in a delay in the issuance or denial of an application, which could become a financial hardship on the applicant. Failure to complete enforcement verification or improperly understanding the status of an enforcement case could result in the issuance of licenses where an individual has an open investigation or is being disciplined by the Board, and could place the public at risk. If a license is issued in error, the only method to revoke the license is through the administrative process. The Board would incur additional administrative costs in revoking the license through the administrative hearing process for licenses issued to licensees not meeting requirements. Failure to update application, licensing, and registration information in the Board's electronic

system(s) could result in statistical errors in specialized reports to the Legislature, department, or Board. Failure to respond to calls and emails would result in significant complaints to executive staff, the department, the legislature, as well as the governor's office. Improper promulgation of regulations would impact the pharmacy industry, which could lead to public harm.

If the PTIII does not manage workload properly in accordance with the strategic goals outlined by the Board it could result in Board records being incomplete, inaccurate, statistical information not accurate, and individuals not being processed in a timely manner.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The incumbent may spend 75%-85% of the working day using a personal computer. The position requires bending and stooping to retrieve files; walking, sometimes outdoors in inclement weather; and occasional light lifting, up to 15-25 pounds.

H. Other Information

The incumbent must possess good writing and communication skills, use good judgment in decision-making, and exercise creativity and flexibility in problem identification and resolution. The incumbent must manage time and resources effectively, work cooperatively and respectfully with others as a member of a team, be responsive to management needs, have good attendance, be punctual, dependable and dress in a professional manner while representing the Board. The incumbent must have a basic working knowledge of Board operations, licensing, and renewal requirements.

Criminal Offender Record Information (CORI)

Title 11, section 703 (d) of the California Code of Regulations requires criminal record checks of all personnel who have access to CORI. Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance to DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or material and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

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 the position, annually by April 1st, and within 30 days of leaving the position.

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 a 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, Classification

New: April 2016
Revised: April 2026