

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 07/2015)

Pages 1 of 4

Classification Title Supervising Program Technician III	Board/Bureau/Division Contractors State License Board (CSLB or Board) / Executive Division
Working Title Information Center/Public Counter Supervisor	Office/Unit/Section/Geographic Location Public Affairs and Information Office/ Public Information Center/ Public Counter/ Call Center/ Sacramento
Position Number 622-511-9926-001	Name and Effective Date

General Statement: Under the direction of the Chief of Public Affairs, the Supervising Program Technician III (SPT III), independently and through two subordinate supervisors, is responsible for administering the functions of the Public Counter and Call Center. The SPT III is responsible for providing supervision, technical expertise, training, guidance, assistance and evaluation in developing the functions of the Public Counter and Call Center unit. Duties include, but are not limited to, the following:

A. Specific Assignments (Essential (E) and Marginal (M) Functions)

45% (E) Operational Oversight

Plan, organize, and provide direction and guidance to subordinate staff and Public Counter and Call Center unit. Oversee and manage the operational functions of the two units and act as a technical resource and subject matter expert regarding CSLB statutes and regulations and licensing processes and provide clarification of licensing requirements.

Resolve issues and concerns elevated by subordinate staff and provide guidance to staff on the most sensitive, complex, and non-routine cases that may include consumer complaints, applicant inquiries, and discrepancies regarding contractor's licensure. Ensure subordinates and staff provide excellent customer service and customer questions and transactions are resolved timely and accurately. Ensure that Call Center meets Board-established goal for wait times and that procedures are in place to maintain adequate staffing. **(35%)**

Develop, write, modify, and implement procedures in response to policy and/or legislative changes as directed by management. Develop, write, and enforce cash-handling procedures and provide expertise to the Public Counter staff with cash-handling activities, in receiving, receipting, recording, reconciling, and ensuring cash is reported accurately. Conduct meetings with subordinates and staff with policy and procedure changes. **(10%)**

30% (E) Administrative Activities/Staff Development

Supervise and train staff. Meet regularly with subordinate supervisors to identify and establish performance standards, goals, and objectives for staff in the Public Counter and Call Center. Establish task lists of primary and secondary duties for each employee and monitor staff quality of performance. Plan and

organize staff training needs and take appropriate actions through training and coaching.

Evaluate staff performance and complete probation reports, employee expectations, yearly performance appraisals, and individual development plans for unit staff. Provide recommendations to subordinates on the more complex personnel-related issues regarding staff, including, but limited to: attendance, timekeeping, hiring, excess leave, and workforce planning. Initiate and assist with most sensitive analytical correspondence and memorandums related to these issues. Resolve and assist with interpersonal conflicts promptly and disciplinary actions in strict accordance with departmental policies and procedures.

Monitor/audit the monthly Leave Activity and Balance (LAB) report and verify staff's leave requests are approved/denied in accordance with bargaining unit contract agreements and departmental policies and procedures. Administer and maintain records of leave usage. Ensure timesheets are complete and dock/late dock are reported timely according to guidelines. Ensure subordinate staff are tracking leave requests appropriately to assist with timesheets.

Recruit and develop workforce staff in the Public Counter and Call Center through interviewing and selecting candidates to fill vacant positions and assist with coaching and training new staff.

10% (E) Statistics/Procedure Development

Develop and review workload statistics to monitor the Information Centers' processes and make recommendations for process improvements; provide research to the Chief and other staff as required. Provide information, statistics, as needed for budget, personnel, and business services.

Develop training and procedure manuals. Work with staff to prepare hot topics and disseminate important information to all unit staff and other interested parties as new subject matter becomes available. Help develop and expand the skills and capabilities of program staff.

10% (E) Public Information Center – Contact/Collaboration

Serve as primary technical resource to subordinates and staff related to the dissemination of consumer/contractor information, CSLB licensing issues, and CSLB laws and regulations. Apply knowledge of CSLB licensure requirements, complaint handling procedures, and internal policies and procedures when interacting with staff and the public.

Instrumental in establishing and maintaining effective and cooperative relations with department staff, other government agencies, and the public. Resolve and de-escalate the most complicated and sensitive work-related problems and report to management. This includes problems arising with public, on the phone, or by written correspondence. Collaborate frequently with other CSLB units to streamline workflow.

5% (M) Other Duties

Work on special projects assigned by CSLB management.

B. Supervision Received

Under the direction of the Chief of Public Affairs.

C. Supervision Exercised

Directly supervise the work of Supervising Program Technician IIs and indirectly supervise other technical and/or clerical staff.

D. Administrative Responsibility

Responsible for managing the staff and operational resources of the Information Center.

E. Personal Contacts

Maintain professional demeanor while having regular contact with applicants, contractors, the public, and other personnel. Some contacts may be irate and hostile.

F. Actions and Consequences

Render technical information and resolve problems arising with applicants, contractors, the public, and other personnel based on interpretations of the CSLB statutes, regulations, and policies. Decisions made must be thoroughly researched and accurate. Inaccurate decisions can result in unqualified individuals being licensed, which could jeopardize the health, safety, and general welfare of the public, or jeopardize the livelihood of applicants by denying licensure without just cause.

G. Functional Requirements

The incumbent works in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Movement requirements are consistent with office work and require the incumbent to frequently remain in a stationary position and move about inside the office.

H. Other Information

The incumbent works up to 40 hours per week in an office setting. Regular attendance and punctuality are essential. Must be proficient in all CSLB licensing related computer programs and Microsoft Office programs.

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 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, Classification

I have discussed the duties of this position and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Supervisor's Printed Name, Classification

Approved: 05/2026 HM