

Department of Consumer Affairs
 Position Duty Statement
 HR-41 (new 9/2019)

Classification Title Office Technician (Typing)	Board/Bureau/Division Contractors State License Board (CSLB or Board)/ Enforcement Division
Working Title Clerical Technician	Office/Unit /Section /Geographic Location Enforcement Investigative Center/ San Bernardino
Position Number 622-334-1139-001	Name and Effective Date

General Statement: Under the general direction of the Supervising Special Investigator I (Non-Peace Officer) [SSI I], the Office Technician (Typing) [OT] performs the most complex clerical tasks for the Enforcement Unit relative to consumer complaints. The incumbent performs at the advanced journey level, demonstrating a high degree of independence and initiative. Duties include but are not limited to, the following:

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

45% (E) Complaint Processing

Processes all complaint closures which entails entering information into the Teale Data System (TEALE) via computer, types violation warning letters, and prepares transmittals to Case Management for legal actions; maintains file of calendared hearing dates and criminal court dates; maintains file on all licensee disciplinary actions and criminal complaints pending for the district office; prepares and transmits citation appeal packages to Case Management; prepares mail declaration for all non-licensee citations. **(30%)**

Processes new complaint assignments for Special Investigators (SI) which entails typing the information into TEALE and delivering the case files to the assigned SI. **(15%)**

20% (E) Investigation Support

Responds to requests from SIs and Supervisors for copying, mailing, or filing; processes Industry Expert inspection requests encoding information into TEALE and filing into investigative files and maintains a log of billing invoices; picks up unit mail from the mail room each morning and delivers the mail throughout the unit; answers the unit telephone. Alternates driving to the US Post Office and GLS (Parcel shipping) drop off areas to mail out time sensitive packages.

10% (E) Office Support

Maintains files on agency-owned vehicles including mileage logs and maintenance bills; coordinates scheduled drop off of agency-owned vehicles for maintenance; maintains the vehicle inspection logs; maintains an inventory of office supplies and forms and orders replacements as needed; purges closed investigation files per retention time guidelines; compiles the unit's monthly case closure reports using a computer and

forwards statistical data to unit supervisor; updates the Action Report in TEALE.

10% (E) Arbitration and Suspect Identification

Prepares and generates arbitration forms via computer and mails them to the complainant and respondents. Upon receipt of completed forms, the incumbent encodes TEALE with the appropriate information and transmits arbitration case referrals to Mandatory Arbitration (MARB) and Voluntary Arbitration (VARB) to Case Management and the appropriate arbitration program. Incumbent accesses DMV, Cal-Photo, CLETS and ChoicePoint computer systems to obtain information on suspects then submits the information to the Special Investigator assigned to the case.

10% (E) Public Assistance and Employee Attendance

Explains CSLB laws, rules, regulations, and CSLB policies to the public, by telephone, through correspondence, and at the public counter; explains license classifications, license application process, bond requirements, and CSLB functions to the public, contractors, attorneys, legislators, and other state and local agencies (Deputy Attorney General and local District Attorneys).

Serves as the unit Attendance Coordinator, which entails maintaining a spreadsheet of unit employees' monthly leave balances, tracking daily attendance, distributing copies of timesheets to staff, gathering timesheets at the end of the month, reviewing for errors, and maintaining a file containing copies of timesheets for all unit staff. Incumbent ensures leave credits are accounted for and reconciles leave credit discrepancies by reviewing the Leave Activity & Balance (LAB) reports for all unit staff, prepares, processes, and submits Dock Reports (as needed) in a timely manner to the CSLB Headquarters Personnel Office.

5% (M) Correspondence

Develops and prepares correspondence intended for the general public, interagency communications, and district office memorandums through the use of existing templates and by drafting original documents. Setting up the CSLB table and assist the public at the Local Assistance Centers (LAC)/Disaster Recovery Centers (DRC) with communications, pamphlets, and brochures. Other duties as assigned by Supervisor.

B. Supervision Received

The OT works under the general direction of the SSI I and may occasionally receive direction from the Enforcement Division Supervising Special Investigator II, the Deputy Chief of Enforcement Division, and/or the Chief of Enforcement Division.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The OT has daily contact with CSLB employees within the Investigative Center as well as other CSLB employees throughout the state, the general public, consumers and contractors.

F. Actions and Consequences

Failure to timely and accurately process assignments as requested could result in problems with case closures and providing inaccurate information to consumers.

G. Functional Requirements

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, scanning equipment, reproduction equipment, and telephone is essential. The incumbent must be able to frequently remain in a stationary position, occasionally move about to and/or from workstation, frequently position self to perform a variety of tasks including retrieval of files, and occasionally lift and/or move items weighing approximately 20 pounds. The incumbent is required to type a minimum of 40 words per minute. The incumbent may occasionally travel off-site for vehicle maintenance, US Post Office, and to the LAC/DRC.

H. Other Information

Fingerprinting: Chapter 2, section 154.3 California Business Professions Code (a) pursuant to subdivision (u) of Section 11105 of the Penal Code, the department shall submit to the Department of Justice fingerprint images and related information required by the Department of Justice for an employee, prospective employee, contractor, subcontractor, or volunteer. The Department of Justice shall provide a state- or federal-level response pursuant to subdivision (p) of Section 11105 of the Penal Code.

The incumbent must possess a valid driver's license, a good driving record, and is expected to drive vehicles safely. The incumbent shall participate in DMV's Employer Pull Notice Program (EPN), which is a process for providing the Department with a report showing the driver's current public record as recorded by the DMV, and any subsequent convictions, failures to appear, accidents, driver's license suspensions, driver's license revocations, or any other actions taken against the driving privilege or license, added to the driver's DMV record.

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

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: 12/2025
Approved: 12/2025 HM