

Department of Consumer Affairs
 Position Duty Statement
 HR-41 (7/2015)

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| Classification Title Office Technician (Typing) | Board/Bureau/Division Contractors State License Board (CSLB or Board) / Enforcement Division |
| Working Title Clerical Support | Office/Unit/Section/Geographic Location Statewide Investigative Fraud Team (South) – Norwalk |
| Position Number 622-342-1139-004 | 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 difficult and complex enforcement-related clerical duties at the advanced journey level of this classification. Duties include, but are not limited to, the following:

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

30% (E) TELEPHONE COMMUNICATION WITH PUBLIC

Answer incoming telephone calls to the Statewide Investigative Fraud Team (SWIFT) unit and educate consumers, other State agencies, licensed contractors, and unlicensed contractors about illegal activity concerning the laws and regulations of the CSLB including requirements for licensure and determine when to open complaints for investigation.

25% (E) DATA INPUT AND UPDATE

Type complaint information in the Teale database such as job site, complainant, respondent, probable violations, date complaint was opened, contract price, and who will work the case. Review and encode complaint closures by placing the proper codes in Teale. The information must be coded accurately as reports are generated for management to track trends, complaint type, and workload.

25% (E) CORRESPONDENCE TYPING

Type standard warning letters and/or closure letters, at the request of Special Investigators (SI) and/or Supervisor and send letters to respondents and complainants. Prepare, encode, and transmit citation and legal packages to CSLB's Case Management, District Attorney, and other State agencies. Type original correspondence for SI and Supervisor.

10% (E) COMPUTER ACCESS TO DMV AND OTHER DATA BASES

Assist in positively identifying suspects for criminal filings by accessing various computer systems such as Department of Motor Vehicles (DMV), Cal-Photo, California Law Enforcement Telecommunication System (CLETS), Consolidated Lead Evaluation and Reporting (CLEAR), and Workers Compensation Insurance Rating Bureau

(WCIRB) to obtain information on suspects in response to requests from SIs assigned to the case or the unit Supervisor.

5% (E) ATTENDANCE RECORDS COORDINATION

Act as the attendance coordinator for unit. Maintain the monthly leave balance usage on a spreadsheet, track daily attendance, gather timesheets, proof timesheets for errors, distribute copies of timesheet to all staff and maintain copies for the unit. Ensure that leave credits have been accounted for and provide attendance information on a timely basis. Reconcile leave discrepancies by reviewing Leave Activity & Balance (LAB) reports for employees and Supervisor. Prepare and process Dock Reports and submit them in a timely manner to the Office of Human Resources (OHR).

5% (M) VEHICLE USAGE RECORDS COORDINATION

Type and maintain spreadsheets for CSLB vehicle usage of those vehicles assigned to the unit including mileage logs and maintenance bills; maintain the SWIFT unit filing system for cases and purge files in accordance with the Department of General Services Retention Schedule; maintain an inventory of office supplies and forms and order replacements as needed; maintain file of calendared hearing dates and criminal court subpoenas.

B. SUPERVISION RECEIVED

The incumbent works under the general direction of the SSI I.

C. SUPERVISION EXERCISED

None

D. ADMINISTRATIVE RESPONSIBILITY

None

E. PERSONAL CONTACTS

The incumbent has daily contact with CSLB employees, the general public, licensees, respondents, and industry associations. Information being handled is often of a confidential nature.

F. ACTIONS and CONSEQUENCES

The incumbent must promptly and accurately engage in the investigation of illegal activity by contractors and track the results of the efforts in a statistical report. If the information is not coded accurately, CSLB management will be unable to track trends, complaint type, and workload. This will ultimately cause a misallocation of resources.

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. Movement is consistent with office work and requires the incumbent to frequently remain in a stationary position. The incumbent must occasionally position self to perform a variety of tasks, including

retrieval of files, and moving boxes and office equipment weighing up to approximately 10-15 pounds. The incumbent must be able to type at least 40 words per minute.

H. OTHER INFORMATION

Incumbent must possess good oral and written communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to CSLB and the Department of Consumer Affairs management needs. Regular attendance and punctuality are essential for this job.

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.

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

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

Approved: