

Department of Consumer Affairs

Position Duty Statement

HR-041 07/2015

Classification Title Office Technician (T)	Board/Bureau/Division Board of Registered Nursing
Working Title Cashier	Office/Unit/Section / Geographic Location Consumer Services & Board Operations Div. / Board Operations / Support – Cashiers Sacramento Office
Position Number 630-110-1139-050	Name and Effective Date

General Statement: Under the general direction of the Office Services Supervisor (OSS) II, the Office Technician (OT) is responsible for all BreZE cashiering ensuring that all functions adhere to State Administrative Manual requirements and DCA policies and procedures. The OT is responsible for assisting customers in-person at the Board's public counter. Duties include, but are not limited to, the following:

A. Specific Assignments [w/Essential (E) / Marginal (M) Functions]

45% (E) Cashiering and Application Processing

- Process monies for various applications and transactions for applicants and RNs. Verify fee amount submitted for each renewal application and licensing application to determine if fee received is the correct amount. Type confirmation letters for licensees with current, active license for employer written verification. (15%)
- Review renewal applications and verify that the licensee has successfully completed the required continuing education hours from an approved provider for an active renewal license. Type correspondence to licensees and approved providers regarding validation of continuing education. (5%)
- Prepare and reconcile Report of Collection and forward to Accounting Office and review reports for suspended revenue. Research and resolve holds. (10%)
- Type underpayment notices and return the application requesting correct fee amount. Type refund notice requests if applicant has submitted an overpayment. Work in conjunction with DCAs Accounting Office to facilitate and/or reconcile online renewal applications and license applications that have experienced any processing issues. (5%)
- Process dishonored checks returned from the Accounting Office for collection ensuring that proper procedures are followed. (5%)
- Develop and maintain procedure manuals of cashiering processes. (5%)

45% (E) Public Information Center - Public Counter

- Assist customers in-person at the Board's public counter by to accepting and date stamping documents, accepting payments, and/or providing paper applications.

10% (M) Support Services

- Attend job-related trainings and staff meetings; cross-train in other job functions.

B. Supervision Received

The Office Technician is under the general direction of the OSS II,

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The Office Technician has daily contact with the OSS II, Public Information Unit staff and Licensing Program staff for procedural changes and updates. Daily contact with licensees and applicants regarding submitted fees. Additionally, the Office Technician interacts on a daily basis with staff from DCA's Accounting Office.

F. Actions and Consequences

Failure to ensure the licensee has completed the appropriate continuing education jeopardizes the quality of registered nursing and prevents consumers from receiving qualified, competent health care. Timeliness to process fees and update appropriate status code information correctly has a direct financial impact on RNs who have current/pending jobs. Slow or inaccurate processing also adversely affects employers and the public during the current nursing shortage.

G. Functional Requirements

The incumbent works up to 40 hours per week in an office setting, with artificial light and temperature control. The use of a personal computer, calculator, telephone, copier and fax machine is essential to the duties of this position. The position requires sitting and standing consistent with office work, working at a computer for long periods of time and occasional light lifting of no more than 20 lbs.

H. Other Information

- Strong clerical and computer skills.
- Dependability, flexibility, tact, professionalism and ability to work cooperatively.
- Ability to communicate effectively with applicants having English as a second language.
- Cultural sensitivity to work effectively with applicants from various countries.
- Ability to exhibit courteous behavior towards coworkers and the public at all times.
- Regular and consistent attendance is required.

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.

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 Criminal Offender Record Information (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 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.

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

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

Revised: 5/2026