

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 7/2015)

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Classification Title	Board/Bureau/Division
Program Technician II	Board of Barbering and Cosmetology
Working Title	Office/Unit/Section / Geographic Location
Payment Technician	Enforcement Unit / Sacramento
Position Number	Name and Effective Date
636-110-9928-012	

General Statement: Under the general supervision of the Board of Barbering and Cosmetology (Board) Supervisor I in the Enforcement Unit, the Program Technician II (PT II) processes payment notices for outstanding fines and payment plan requests. Duties include, but are not limited to, the following:

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

60% (E) Processing Payment Notices

Executes Qbirt reports to determine which citations have outstanding fines. Creates mail merge Excel spreadsheets to generate first, second, and third requests for payment notices. Prints applicable request for payment notices via the mail merge process in Microsoft Word. Mails first and second request for payment notices via the United States Postal Service and mails third request for payment notices via regular and certified mail. Updates BreEZe with the applicable request for payment notice activity, including attaching the notice to the BreEZe record. (30%)

Researches alternate addresses for request for payment notices that have been returned by the post office and resends the notice to the alternate address. Forwards outstanding citations that have not been paid in full after the third request for payment notice to the Franchise Tax Board and/or a collection agency. Reconciles the balance due at the Franchise Tax Board and/or collection agency against the balance due in BreEZe. (30%)

30% (E) Payment Plan

Receives and evaluates requests for payment plans. Approves and initiates payment plans in BreEZe. Creates and maintains Excel spreadsheets to track payment plan cases. Designs Excel spreadsheets to compile and display statistical data related to the payment plan program. Provides weekly, monthly, and quarterly updates to management regarding the status of active and delinquent plans, number of inquiries received, number of new agreements received, and amounts of fines owed.

10% (E) Technical Support

Retrieves licensee identifying information from electronic case records in BreEZe and researches inspection history and licensing information for Board Inspectors while they are working in the field. Responds to questions from applicants, licensees, and consumers via phone and email regarding inspection processes, citations, and Board laws and regulations.

B. Supervision Received

The PT II is under the general supervision of the Supervisor I and may also receive direction from the Supervisor II, Deputy Executive Officer, and Executive Officer.

C. Supervision Exercised
None.

D. Administrative Responsibility
None.

E. Personal Contacts
The PT II will have daily contact with applicants, licensees, consumers, and all levels of Board staff. The PT II will have regular contact with Department of Consumer Affairs staff.

F. Actions and Consequences
Failure to successfully perform the duties above may result in a significant backl

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 and telephone is essential. Sitting and standing requirements are consistent with office work. Regular attendance and punctuality are an essential part of this job.

H. Other Information
This position must work well with other staff in the unit and have good interpersonal skills, good communication skills, tact, diplomacy, and problem-solving skills. The incumbent must use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to Board management needs. The position requires the ability to interpret and explain the laws, regulations, and policies related to the Board of Barbering and Cosmetology.

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 with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name, Classification

Revised: 01/2026