

Classification Title Office Technician (Typing)	Board/Bureau/Division Contractors State License Board (CSLB or Board) / License and Examination Division
Working Title Clerical Support Technician	Office/Unit/Section/Geographic Location License Management & Processing Operations / Sacramento
Position Number 622-201-1139-001	Name and Effective Date

General Statement: Under the general direction of the Supervisor I, the Office Technician (Typing) [OT(T)] works in the License Management & Processing Operations Section and is responsible for providing clerical and back-up support services to other employees and units within the section. Duties include performing the most difficult duties related to the entering of all licensing application types, preparing applications and other documents for scanning, electronic imaging, and application research using the TEALE computer database. Duties include, but are not limited to, the following:

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

50% Application Preparation Support and Quality Control (E)

Receive all incoming applications from the Enterprise Document Management System (EDMS), on a daily basis. Confirm applications are correctly separated by batch type: exam, waiver, supplemental classification, qualifier replacer, or home improvement salesperson application. Establish applicant record by reviewing, processing, and entering applicant data into TEALE computer database. **(25%)**

Create and maintain reports to track the number of each application type received from EDMS daily and key into the TEALE database. Prepare weekly report, using Excel, tracking information for management. Generate and review TEALE error reports associated with information entered during the establishment of the applicant record and enter any necessary corrections. **(15%)**

Perform quality control checks on all application batches, prior to and after entering/establishing record, in TEALE database, to ensure accuracy and completion of each application prior to submission for final processing. Identify and sort out military and expedite requests from applications and prepare documents for scanning. Encode application records with appropriate action codes associated with military and expedite requests in TEALE. **(10%)**

40% License Management and Processing Support Services (E)

Open, date stamp, sort, group, count, and distribute mail, faxes, and e-mails to appropriate units/staff within the License Management & Processing Operations. Provide assistance in picking up and delivering documents to the Cashiers Unit.

Photocopy, file, sort, and batch other supporting application documentation and returned application corrections. Draft correspondence letters, to applicants and licensees, about their application status which may include, but not be limited to, inaccurate or incomplete application information and applications submitted with no fee. Encode TEALE application record with appropriate action codes associated with correspondence.

Review all application return mail documents and perform quality checks by querying TEALE records, to ensure address in database is correct. Input any necessary corrections in TEALE. Prepare documents and create new mailing labels to resend.

Provide back-up telephone support services for the License Management & Processing Operations Section. Serve as a point of contact in writing and by phone for applicants. Provide intake/screening of incoming calls to determine appropriate level of assistance required.

Operations Section: Serve as a point of contact in writing and by phone for applicants. Provide intake/screening of incoming calls to determine appropriate level of assistance required.

5% Attendance Coordinator (E)

Act as monthly attendance coordinator for application unit staff, including collecting timesheets from units, reviewing timesheets for completeness, compiling and completing dock reports, distributing lab reports, scanning timesheets, and providing copies to personnel.

5% Miscellaneous (M)

Maintain and order office equipment and supplies for units. Act as photocopy machine coordinator and arrange for maintenance as needed. Other duties as required.

B. Supervision Received

The OT(T) is under the general direction of the Supervisor I.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has daily contact with licensees, general public, and all levels of departmental and CSLB employees within headquarters.

F. Actions and Consequences

Failure to properly or accurately enter and prep for the scanning of documents could result in documents being misdirected or lost within the imaging system.

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, and telephone is essential. Movement is consistent with office work and requires the incumbent to frequently remain in a stationary position and move about the office. The incumbent must position self to perform a variety of tasks, including retrieval of files and lifting, up to approximately 10-15 pounds.

H. Other Information

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.

This position requires discretion due to the sensitivity of the documents handled. Regular and consistent attendance is required.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring manager/supervisor. If unsure of the need for reasonable accommodation, inform the hiring manager/supervisor, who will discuss your concerns with the Health and 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

Supervisor's Printed Name, Classification

Approved: 06/2026 HM