

**State of California  
Business, Consumer Services and Housing Agency  
California Department of Housing and Community Development**

**DUTY STATEMENT**

**Division:** Codes and Standards  
**Unit:** Southern Area Office  
**Branch:** Field Operations/SAO  
**Position Number:** 401-830-9928-198 (PS 1654)  
**Classification:** Program Technician II - Bilingual  
**Working Title:** Business Customer Clerk  
**HQ Location:** Southern Area Office  
**Incumbent:** Vacant  
**Effective Date:** TBD

**Department Statement:**

You are an important part of the team. All team members must:

- Work cooperatively
- Treat others fairly, honestly, and with respect
- Share ideas and creativity

Regular attendance is essential, and everyone should strive to provide the highest level of service. These efforts are key to the success of the Department's mission.

**Job Summary:** Under the general supervision of the Supervising Program Technician III (SPT III), the incumbent is responsible for providing services to the public related to interpretation and application of laws, regulations and policies pertaining to the Mobilehome Parks Program. Responsibilities include assisting customers via mail, the front counter and phone utilizing the Codes and Standards Automated System (CASAS), cashiering/handling monies, bank deposits and audits, corresponding with Spanish-speaking and non-Spanish speaking customers and constituents via phone and with letters, and maintaining permit files. Working hours are Monday through Friday, 8 AM to 5 PM.

**% of Time      Essential Functions:**

35%      Assist Spanish-speaking and non-Spanish speaking walk-in customers at the front counter by cashiering and entering data into the CASAS system. Process permit applications (from counter, mail and email customers) for Mobilehome parks, permits to construct, and permits for alterations of manufactured homes/mobile homes. Process applications for plan check for food vendor vehicles and insignias. Ensure compliance with the California Code of Regulation, Title 25 and with the Mobilehome Parks Act. Assign District Representatives permits in CASAS, provide information regarding permit statuses.

30% Answer phones and assist the Spanish-speaking and non-Spanish speaking public with a wide variety of inquiries related to permit fees, application status, and inspection criteria, etc. Provide information and direction concerning mobilehome park permit applications, home installations, earthquake bracing systems, accessory structures, permits to operate, insignia issuances, and complaints.

20% Utilize appropriate manuals and guides when necessary. Open mail, date stamp and sort daily work. File issued permits in the correct file in the HUB, open and distribute mail, send outgoing mail.

10% Provide information and direction to the Spanish-speaking and non-Spanish speaking public concerning mobilehome, park permit applications and other related services. Cashiering / handling monies and bank deposits. Consolidate, verify entries, verify fees, refunds, and correct or change payments and complete daily audit.

**% of Time Marginal Functions:**

5% May be asked to work on other job duties, special projects or committees. May be asked to assist with training new staff regarding office procedures.

**Special Requirements:** (Define all that apply)

**Travel:** Up to 5% statewide travel may be required.

**Supervision Exercised:** None

**Conflict of Interest (COI):** Form 700 reporting required

**Background Check:** The position requires a DOJ/FBI Live Scan approval as a condition of employment.

**Bilingual, specify language:** None

**License/Certification:** None

**Medical Clearance:** None

**Other, please specify:** None

**Physical Requirements:** The position requires the ability to sit, stand, read, communicate, and work on a computer for extended periods.

**Working Conditions (In Office):** You work in an air-conditioned office, which may be in a tall building with elevators. The workspace includes a cubicle or office with both natural and artificial lighting.

**Working Conditions (Telework):** You must maintain safe working conditions at an approved alternate work location. You must follow the Department's Ergonomic Program guidelines. You must maintain a distraction-free remote work environment.

**Administrative Responsibility:** The incumbent advises Executive leadership on both specific and general policy issues affecting Departmental programs and will support the Department's capacity to obtain funds to manage programs in support of the Department's mission and policies.

**Personal Contacts:** The incumbent will serve as the main contact between the assigned Codes and Standards Division activities and a wide variety of internal external stakeholders.

**Consequence of Error:** You must follow the Division's principles and practices, as well as the Department's mission, policies, and procedures. You must also comply with local, state, and federal laws. Lack of knowledge, mistakes, poor judgment, or incorrect analysis could result in the Department or others receiving incorrect information or causing misunderstandings.

**Diversity, Equity, and Inclusion:** At HCD, everyone is expected to support diversity, equity, and inclusion (DEI). Team members must create a welcoming environment where people from all backgrounds feel valued and can succeed. All team members must:

- Respect differences
- Be kind to others
- Encourage involvement
- Support new ideas
- Stay committed to DEI efforts

**Equal Employment Opportunity:** You must act professionally and treat everyone with respect during work hours, activities, or when representing the Department. You must help create a safe and respectful workplace, free from discrimination, harassment, inappropriate behavior, or retaliation.

*I have read and understand the duties and requirements above. I can perform them with or without reasonable accommodation. (If you think you need an accommodation or aren't sure, let the hiring supervisor know.)*

Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

*I confirm that this duty statement accurately describes the main duties of this position. I have discussed the duties and given a copy of this statement to the team member mentioned above.*

Supervisor Name: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

\*Please return the signed original duty statement to the Human Resources Branch to be filed in the Official Personnel File.

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**Conflict of Interest (COI):** Form 700 reporting required

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**Bilingual, specify language:** Spanish

**License/Certification:** None

**Medical Clearance:** None

**Other, please specify:** None

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