STATE OF CALIFORNIA – DEPARTMENT OF FINANCIAL PROTECTION AND INNOVATION

POSITION DUTY STATEMENT

DFPI-HRO 203 (Rev. 08-21)

NAME [Employee]	**EFFECTIVE DATE** [Actual Start Date]
CLASSIFICATION TITLE Senior Financial Institutions Examiner	**POSITION NUMBER** 410-123-4102-313
WORKING TITLE Senior Licensing Specialist	**DIVISION/OFFICE/UNIT/SECTION** Corporations and Financial Institutions/Escrow and Mortgage Lending Office/Escrow Law/Licensing
BARGAINING UNIT R01	**GEOGRAPHIC LOCATION** Los Angeles

General Statement: Under the general supervision of the Financial Institutions Manager (FIM), the Senior Financial Institutions Examiner (SFIE) serves as a subject-matter expert and is responsible for assisting the Licensing FIM to plan, coordinate, develop, and maintain the escrow licensing program under the Escrow and Mortgage Lending Office (EMLO). The SFIE is also responsible for organizing and conducting annual audit report examinations and special examinations with a limited scope specific to licensing requirements to determine compliance with statutory requirements under Escrow Law. The SFIE performs at the expert level of the examiner series. Assignments are challenging and complex, requiring well-developed analytical skills, and carry greater accountability and responsibility for decisions and actions. The position requires occasional travel to the field. Core responsibilities include, but are not limited to, the following:

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

25% Lead Examiner Reviewing Licensing Applications (E)

Independently reviews, evaluates, and processes the most complex license applications and amendments to determine compliance with statutory requirements. The comprehensive review includes, but is not limited to, the review of criminal history, credit reports, business plans, education, testing, civil actions, administrative actions, bonding, and financial stability to ensure compliance with applicable State and federal laws, rules, regulations, and departmental policies. Serves as the lead examiner by providing technical guidance, training, and mentoring to licensing examiners in licensing application review procedures, statutory requirements, regulatory standards, and program expectations. Performs quality assurance/quality control (QA/QC) activities by conducting periodic reviews of work completed by licensing examiners and communicating findings and recommendations to Financial Institutions Manger (FIM). Analyzes complex licensing issues and consults with applicants, attorneys, certified public accountants (CPAs), and other stakeholders to resolve deficiencies, clarify regulatory requirements, and facilitate application processing. Provides recommendation to the FIM regarding the approval or denial of license applications based on applicable laws, regulations, and department policy. Testifies in administrative hearings regarding licensing qualifications and examination findings when required. Serves as a primary point of contact for complex licensing inquires, exercising independent judgment to resolve technical issues and elevating matters involving significant policy, legal, or program impact to the FIM.

25% Organizes, Coordinates, and Conduct Annual Audit Report Examinations (E)
Independently organizes, coordinates, and conducts examinations on annual audit reports filed by CPAs of escrow companies licensed by the Department. Manages the annual report workflow under the guidance of the FIM, including coordinating the distribution of reviews to licensing examiners, monitoring progress, and ensuring timely completion of all reviews. Applies the Department's review process, accounting principles, and auditing standards in reviewing the most complex financial statements and trust account reconciliations to determine compliance with applicable laws, rules, and regulations. Reviews workpapers prepared by examiners and provides technical guidance and training to enable examiners to conduct their examinations efficiently. Performs Quality Control (QC) spot checks of annual report reviews completed by non-senior examiners, identifies deficiencies, and provides feedback and corrective guidance. Serves as the primary point of contact for licensees, CPAs, and attorneys on all annual-report-related matters, including general inquiries, requests for filing extensions, and clarification of reporting requirements. Sends annual report due date reminders through email bulletins and coordinates reminders for inclusion in the DFPI monthly bulletin. Manages and maintains the annual report tracking log to ensure timely filing by all licensees and follows up with late or non-filers, as needed. Prepares notifications and demand letters detailing deficiencies identified during the review process; works with licensees to resolve issues; analyzes responses from licensees, CPAs, or attorneys; prepares enforcement referrals when necessary; and testifies in administrative hearings.

15% Handle Special Projects (E)
Assists the Licensing FIM with a variety of special projects and serves as the program's subject-matter expert (SME) for complex or high-priority assignments. Serves as the lead examiner for assessment-revenue collection, including monitoring payments, issuing demand-for-payment notices, and coordinating follow-up actions for delinquent accounts. Serves as the lead staff member responsible for filing bond claims related to outstanding assessments and ensures proper documentation and timely submission. Maintains and tracks the cash-bond inventory, prepares pledge memorandums for the State Treasurer's Office, and coordinates the pledging and release of cash bonds. Reconciles the cash-bond inventory periodically to ensure accuracy and

compliance with program requirements. Supports the FIM in maintaining and monitoring licensing-application inventories, identifying workload trends, and ensuring timely processing. Conducts analyses to evaluate productivity, identifies bottlenecks, and recommends workflow improvements. Performs additional special projects assigned by the FIM, including data research, system testing, and preparation of program reports.

10% Organize, Plan, and Conduct Limited Scope Licensing Examinations (E)
Plans, organizes, and conducts limited-scope examinations and investigations specific to licensing requirements; conducts investigatory interviews with licensees and filers of applications under the close guidance of FIM; serves official orders, demands, and notices in accordance with statutory authority; prepares detailed examination and investigatory reports documenting findings; drafts referrals to enforcement for administrative actions when egregious violations are identified; and testifies in administrative hearings. Provides training, guidance, and technical support to non-senior licensing examiners conducting limited-scope examinations to ensure consistency and accuracy. Reviews documents collected by licensing examiners in the field and performs quality control reviews of draft referral memorandums prepared by non-senior examiners, making corrections and recommendations before submitting them to the FIM for final review. Coordinates with enforcement staff to support broader investigatory efforts and ensure proper documentation and escalation of licensing compliance issues. Provides technical assistance to licensees regarding licensing procedures and compliance requirements.

10% Public Contact for Escrow Licensing Matters (E)
Serves as the primary point of contact for the public on all escrow-licensing-related inquiries, including license verification, licensing requirements, and application-related questions. Responds to inquiries from applicants, licensees, CPAs, attorneys, and consumers by phone, email, and written correspondence, ensuring accurate, timely, and consistent guidance. Serves as the lead staff resource for Public Records Act (PRA) matters related to escrow licensing. Coordinates with support staff to identify, gather, and prepare responsive documents for PRA requests, ensuring completeness and accuracy before submitting materials to the FIM for final review. Serves as the liaison between the program, the DFPI Legal PRA team, and members of the public submitting PRA requests, providing updates, clarifications, and follow-up communication as needed. Monitors program inquiry email inbox daily to ensure inquiries are addressed, routed, or escalated appropriately to maintain timely and consistent public service.

10% Background Checks (E)
Reviews and analyzes the background check reports provided by the California Department of Justice and Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI) for officers, directors, stockholders, and all other personnel of licensed escrow companies, ensuring timely review and evaluation. Makes preliminary determination regarding whether any derogatory information may adversely affect an individual's employment eligibility under Escrow Law. Updates employment eligibility status in internal system and documents all determinations in accordance with program procedures. Prepares notices, under guidance of the FIM, to inform individuals whose employment eligibility is adversely affected by background check findings. Ensures escrow licensees take appropriate action when individuals fail to meet background check requirements. Responds to background-check-related inquiries from licensees, Escrow Agents Fidelity Corporation, and coordinates with internal units when clarification or escalation is required.

5% Marginal Duties (M)
Performs other related duties as required.

B. <u>Supervision Received</u>
The SFIE reports directly to and receives majority of assignments from the Licensing Manager (FIM); however, direction and assignments may also be received from the Deputy Commissioner of the Escrow and Mortgage Lending Office, CEA (B).

C. <u>Supervision Exercised</u>
None.

D. <u>Administrative Responsibility</u>
None.

E. <u>Personal Contacts</u>
The SFIE will interact with examiners and support staff, management, external stakeholders, and the public.

F. <u>Actions and Consequences</u>
Inadequate performance of SFIE duties will cause delay in licensure and resolving compliance issues and increase the regulatory cost for business seeking escrow licensure in California. It will also cause consumers harm by allowing bad actors to work in the industry.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control.

1. Minor pushing or pulling (less than 25%),
2. Operation of office equipment such as laptop computer, monitor, portable printer/scanner (more than 75%),
3. Occasional travel to various sites for meetings and training (less than 10%),
4. Working in enclosed office (work/home office) environments (more than 75%).

H. Other Information

The position requires extensive analytical skills to perform annual report and licensing reviews. The position may require occasional traveling to conferences, meetings, and training events. Travel is primarily done by driving but also includes occasional air travel, occasional overnight travel, and occasional overtime.

Knowledge of: How to analyze filed financial statements and utilize various financial ratios to ensure the licensee is operating in a sound financial condition. Analyzes and evaluates significant accounting policies, operating procedures, overall business activities, and trust account information disclosed in annual report to ensure compliance with statutory requirements. Knowledge of applicable laws, rules, regulations, related legal opinions, and departmental policies.

Ability to: Plan, organize, and direct the work of others; coordinate the review of annual report/financial statements/closing audits; conduct or coordinate special investigations relating to specific compliance issues; evaluate the most complex reports and information; analyze data and adopt an effective course of action; communicate effectively so instructions can be clearly understood; effectively apply the required technical knowledge; conduct in-service training programs.

CONFLICT OF INTEREST

This position is subject to Title 10, § 250.30 of the California Code of Regulations, the Department of Financial Protection and Innovation's Conflict of Interest Regulations, the incumbent is required to submit a Statements of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st and within 30 days of leaving office.

FINGERPRINTING

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 with DFPI'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

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