

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 7/2015)

Classification Title Program Technician II	Board/Bureau/Division Contractors State License Board (CSLB or Board) / Licensing Division
Working Title Licensing Technician	Office/Unit/Section/Geographic Location License Renewals Unit / Sacramento
Position Number 622-231-9928-004	Name & Effective Date

General Statement: Under the general supervision of the Supervising Program Technician II (SPT II), the Program Technician II (PT II) provides staff and support work necessary for the processing of License Renewal documents required to ensure proper maintenance of a license. This is the journey level for this series, and the PT II performs the work associated with the License Renewals unit. Duties include, but are not limited to, the following:

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

30% (E) Review and process licensing and registrant renewal applications related to the regular maintenance of a license and registration issued by the agency. Verify that the applicant meets the requirements set forth in the applicable legal codes to renew a license such as verifying the timeliness of the submissions, making sure all required signatures are listed, verifying those listed on the personnel list, and checking all fees paid are correct and according to current law and policies. Also, update the licensee's address, phone, and email information as needed. Review other documents that are needed to renew a license, such as worker's compensation insurance, bond requirements, and Secretary of State status, to determine if they are acceptable according to the entity and classification(s) held. Process renewal of application and registration submissions accurately and in a timely fashion to adhere to processing times set forth for the unit.

30% (E) Research renewal problems and take appropriate action, as necessary. Identify and correct past errors on the license record. Enter submitted renewal requests into the computer using Teale, Microsoft Word, Outlook Mail, and Enterprise Document Management System (EDMS). Make telephone calls to licensees for further information or corrections regarding their renewal, when needed. Upon written request from licensee, work with the Cashiering Unit and prepare transfer documents for those who want to change their initial renewal active fees from active to inactive or vice versa.

20% (E) Answer detailed and/or technical inquiries concerning the status of a license or registration renewal, or a renewal transaction request, from licensees, the public, governmental agencies, and other CSLB personnel. Answer calls that are received

directly into the Renewals Unit or that are escalated from the CSLB Information Call Center daily. Respond to emails received daily by licensees regarding status checks or issues with the renewal application or registration.

15% (E) Identify specific issues or problems concerning renewal of applications or need for changes and draft correspondence to the licensees that outline the necessary requirements and/or corrective actions. Upon receipt of the revised renewal documents, review and determine if the documents are filled out correctly and or requested changes have been made, and all required delinquent fees have been met, if warranted. Once reviewed, process the documents accordingly. Review monthly corporate / Limited Liability Corporation status lists to determine which licenses are in good standing with the Secretary of State and which licenses are not. Once determined, update the TEALE system with appropriate status codes. Review monthly C22 / Division of Occupational Safety and Health (DOSH) status lists to determine which licenses are currently registered with DOSH and reject those that are not.

5% (M) Receive cross training, attend training classes, or assist other units in the Licensing Division as needed.

B. Supervision Received

The PT II is under the general supervision of the SPT II.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The PT II has regular contact with the public, CSLB Board, management, staff and others regarding the laws, regulations, and policies relating to the licensing program.

F. Actions and Consequences

The PT II renders technical information and resolves renewal problems arising with the public, contractors, applicants, and other personnel, based on interpretation of the CSLB laws, regulations, and policies. Decisions made must be thoroughly researched and accurate. Inaccurate decisions can result in unqualified individuals being licensed, which could jeopardize the health, safety, and general welfare of the public, or jeopardize the livelihood of applicants by denying licensure without just cause. Also, the information given, and decisions made directly affect the accuracy of information provided in other units, such as the Call Center and the Front Counter.

G. Functional Requirements

The PT II works a total of 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer, laptop, and telephone is essential. Consistently practice excellent customer service skills using good judgment in decision making and exercising creativity and flexibility in problem identification and resolution. Sitting and standing requirements are consistent with office work. The incumbent must occasionally position self to perform a variety of tasks, including retrieval of files. The PT II must occasionally move about to and/or from workstation. Regular attendance and punctuality are essential.

H. Other Information

The PT II may be required to work in other areas in the Licensing Division to assist during times of high peak workload or at times when there is a shortage of staff.

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

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

Approved: 07/2026 HM