

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 7/2015)

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Classification Title	Board/Bureau/Division
Office Technician (Typing)	Respiratory Care Board
Working Title	Office/Unit/Section / Geographic Location
Office Technician	Licensing Unit / Sacramento
Position Number	Name and Effective Date
598-110-1139-XXX	

General Statement: Under the general direction of the Respiratory Care Board (Board) Supervisor I, the Office Technician (Typing) performs a variety of clerical, typing, and office support duties in support of the Respiratory Care Board's Licensing Unit. The incumbent receives, reviews, and processes electronic licensing applications submitted through the Department of Consumer Affairs' BreEZe licensing system by verifying required documentation, entering and updating applicant information, maintaining electronic licensing records, preparing standardized correspondence, responding to routine inquiries by telephone and email, and performing related clerical duties in accordance with established statutes, regulations, policies, and procedures.

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

40% Applicant Processing (E)

Receive electronic applications for licensure submitted through the BreEZe licensing system. Review applications for completeness by verifying required forms, fees, supporting documentation, examination information, and other required materials have been received. Enter and update applicant information and application status within BreEZe. Prepare and issue deficiency notices using approved templates, monitor outstanding deficiencies, respond to routine applicant inquiries regarding application status by telephone and email, and electronically route completed applications to the Licensing Manager for final review and approval.

25% BreEZe Data Entry and Record Maintenance (E)

Enter, update, and maintain applicant demographic information, application status, examination results, license information, and other licensing data within the BreEZe licensing system. Upload, index, and associate electronically submitted documents with applicant records. Maintain accurate electronic licensing files, update applicant information as needed, and process record updates in accordance with approved legislation, regulations, Board policies, and established procedures. Perform data entry and quality checks to ensure licensing records are complete and accurate.

20% License Issuance (E)

Following Licensing Manager approval, issue initial licenses through the BreEZe licensing system. Generate license numbers, prepare and send electronic license notifications using approved correspondence templates, print and distribute pocket licenses as required, update electronic licensing records, and process temporary work permits using established procedures and documented guidelines.

15% Licensing Support (E)

Provide customer service by responding to routine applicant, licensee, and public inquiries received by telephone, email, and written correspondence regarding licensing requirements, application status, and Board procedures. Monitor and distribute emails received through the Licensing Unit shared mailbox, route correspondence to appropriate staff, assist with electronic document management, perform typing and other clerical support duties, and complete other job-related assignments as directed.

B. Supervision Received

The Office Technician (Typing) works under the general direction of the Supervisor I in the Licensing Unit and may also receive directions from the Executive Officer.

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The incumbent has daily contact with coworkers, applicants, licensees and members of the public.

F. Actions and Consequences

Failure to properly perform these functions efficiently and effectively will impact program operations specifically related to examination, education, and licensing.

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.

H. Other Information

The incumbent must be familiar with the statutes, regulations and policies of the Board, with specific knowledge of the educational, examination and licensure requirements. The incumbent must be punctual, maintain consistent, regular attendance, work efficiently and cooperatively with others, and maintain professionalism at all times.

Criminal Offender Record Information (CORI)

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 DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the incumbent 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.

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 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

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