

Department of Consumer Affairs
Position Duty Statement
HR-41a (new 07/2015)

Classification Title Program Technician II	Board/Bureau/Division Board of Vocational Nursing and Psychiatric Technicians
Working Title Licensing Technician	Office/Unit/Section/Geographic Location Licensing Division/Licensing Services Unit/ Sacramento
Position Number 637-110-9928-012	Effective Date

General Statement: Under the general supervision of the Supervising Program Technician II (SPT II), the Program Technician II (PT II) handles all inquiries from applicants, licensees, and the public which requires general knowledge of the Board of Vocational Nursing and Psychiatric Technicians (Board) programs and operations. The PT II must interpret and apply detailed statutes, rules, regulations, and policies to provide accurate responses to public inquiries. Duties include, but are not limited to, the following:

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

50% Application Processing (E)

Reviews and processes examination and re-examination applications to determine applicants' eligibility for the licensing examination, ensuring all statutory and regulatory requirements are met and that the information provided is complete and accurate. Reviews and processes requests for examination accommodations as needed. Resolves Authority to Test (ATT) issues by comparing BreEZe information with testing vendor databases. Evaluates endorsement applications for out-of-state licensees seeking licensure in California. (30%)

Reviews and processes various applications, including license verifications, initial license applications, in-house license renewals, name and address changes, interim permits, status changes from inactive to active, set to deceased, and military active/inactive, ensuring completeness and accuracy of information. (10%)

Enters application data into the BreEZe system and prepares written correspondence to applicants regarding examination eligibility and/or application deficiencies. Responds to phone calls and written inquiries from applicants and licensees regarding application deficiencies, examination eligibility requirements, application status, and other licensing processes. (10%)

20% Respond to Public Inquiries – Phone Calls, Email, and Public Counter (E)

Responds to inquiries received through various channels, including telephone, email, mail, and fax, from licensees, applicants, employers, and the public. Reviews information to determine whether the inquiry pertains to Board functions and provides accurate information to resolve the issue. Refers complaints and inquiries outside of the Board's jurisdiction to the appropriate agencies or entities. Assists customers at the Board's public counter with inquiries or issues related to license applications, renewals, examinations, continuing education, or other Board programs.

15% Cashiering Back-Up (E)

Enters data for all fees received for applications, permits, initial licenses, renewals, endorsements, duplicate licenses, sale of documents, and miscellaneous fees into the BreEZe system. Conducts thorough research prior to entering data into various forms, including, but not limited to refund requests, return payment notices, dishonored check notices, and notifications to applicants and licensees. Determines late or short fees owed by licensees and applicants and prepares correspondence to request these fees. Researches payment history in BreEZe before waiving fees and reviews and processes cash refunds when applicable. Responds to public inquiries regarding payment issues. Collaborates closely with DCA's Accounting and Cashiering Offices regarding refunds stopped or not received by licensees, missing payments, and other cashiering processes. Reviews payments received on the batch payment of allocated cash report (aaa9), the renewal payment processor report (CDCA07), and the cash listing report (CA31). Investigates and resolves any payment discrepancies found on the aaa9, CDCA07, and CA31 reports. Prepares trial balance reports for all processed fees.

5% Cost Recovery Back-Up (E)

Monitors cost recovery cases (investigation and enforcement costs) by entering compliance orders in BreEZe. Sends template letters for cost recovery payment in public reproval, revocation, or license surrender cases, and issues demand for payment notices as needed. Processes payments received and reconciles accounts with BreEZe and hard copy files.

5% Examination Results (E)

Processes examination results by downloading information from the examination vendor's website into pass/fail groups. Sends examination failure results to applicants by mail. Reviews application data in the BreEZe system for passing examinations to determine if an enforcement hold was placed. Refers applications with enforcement holds to enforcement and updates the application file location in the BreEZe system.

5% Miscellaneous (E)

Assists other units as needed due to backlog or operational needs. Assists with special assignments from the SPT II, Supervisor I, or other management staff.

B Supervision Received

The PT II is under the general supervision of the SPT II but may receive assignments from the Licensing Supervisor I, the Assistant Executive Officer (AEO), and the Executive Officer (EO).

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The PT II has daily contact with applicants, licensees and educators requesting information on the examination and licensing process and license renewal requirements; and occasional contact with employers, administrators, and government agencies for license verifications; daily contact with internal staff pertaining to the above issues.

F. Actions and Consequences

Failure to properly assist applicants and licensees may delay an applicant's ability to take the licensure examinations and/or a licensee's ability to renew his/her license.

G. Functional Requirements

The PT II works 40 hours per week in an office setting with artificial light and temperature control. The incumbent uses a personal computer and telephone daily. Sitting and standing requirements are consistent with office work. The incumbent must occasionally walk, reach to a maximum height of six feet and stoop to floor level to retrieve or replace files, and occasionally lift up to 10 pounds.

H. Other Information

The PT II must be self-motivated, organized, able to prioritize work assignments, possess excellent communication and computer skills, work independently, and meet assigned deadlines. The PT II must be punctual and dependable. The PT II must display a high degree of skill in communicating with individuals contacted in the course of work and must use good judgment in decision-making exercising tact and creativity in problem identification and resolution. The incumbent must be flexible regarding interruptions and changes in priorities relative to workload and attend all training and meetings that will assist in the employee's development and upward mobility.

This position has access to confidential or sensitive information related to consumers of Board services and/or employees of the Board. The individual occupying this position is expected to maintain the privacy and confidentiality of such information at all times.

Title 11, Section 703 (d) 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 to DCA'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.

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 _____

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 _____

Printed Name _____

(Revised: 07/2024)