

Department of Consumer Affairs

Position Duty Statement

HR-041a (new 7/15)

Classification Title Program Technician	Board/Bureau/Division Board of Registered Nursing
Working Title Licensing Program Technician	Office/Unit/Section / Geographic Location Licensing Division / International Evaluation & Support / Licensing Support/ Sacramento Office
Position Number 630-110-9927-006	Name and Effective Date

General Statement: Under the close supervision of the Supervising Program Technician I (SPT I), the Program Technician (PT) is responsible for entering information into the BreEZe system which is required to create an application file for registered nurse (RN) licensure by endorsement or examination. Responsibilities also include filing, scanning, and mail processing. Duties include, but are not limited to, the following:

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

50% (E) Application Processing

- Locate and attach school transcripts, verifications, and other application related documents to applications(35%).
- Input data from applications into the BreEZe System to include all pertinent information as required for appropriate fields (i.e., name, address, date of birth, social security number, school code, and fingerprint deficiency, etc.). Check that the application contains all required information and documentation. Send auto-generated batch letters and update contact history within BreEZe.(10%).
- Process temporary licenses (TL) and update BreEZe with personal information changes requested by applicants after ensuring documents are completed. Contact applicants by phone or email if more information is needed. Once updated, scan and upload the documents to the applicant's BreEZe record. Send application documents to other units as needed (5%).

30% (E) Mail Processing

- Sort and scan all incoming mail received via the US postal service. Download transcripts and documents received electronically via email and transcript portals.
- Suspend all incoming mail for individuals who have not yet applied.
- Check BreEZe for existing applicant records.

10% (E) Fingerprint Processing

- Prepare fingerprint cards for Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) processing, check fingerprint cards to ensure the DOJ required fields are complete.
- Send email to applicants or licensee's, utilizing standardized email template verbiage, when fingerprint cards are missing required information. Update BreEZe record to document email contact to applicants and licensees.
- Update applicants or licensee's BreEZe record to provide status and direction on resubmission of fingerprint cards.

5% (M) Filing & File Destruction

- Scan existing open application paper files. Destroy paper application files that are considered abandoned based on licensing file retention criteria.
- Purge the electronic suspense mail folders and physical fingerprint card drawer monthly.

5% (M) Unit Support/Participation

- Attend all required training and unit meetings.

B. Supervision Received

The PT is under close supervision of the SPT I. The Supervisor I (SI) and Supervising Program Technician II (SPT II) can also delegate work.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The PT works in close contact with the SI, SPT I, SPT II and the licensing evaluators in resolving applicant and fingerprint clearance issues. Interacts with licensing PTs, and analysts for procedural changes and updates.

F. Actions and Consequences

Entry errors or omissions in creating an applicant's computer file may result in a delay to the processing of fingerprint clearances, scheduling of exams, issuance of exam results, and registered nursing licensure. Timeliness to update appropriate status code information correctly has a direct financial impact on RNs who have current/pending jobs. Slow or inaccurate processing also adversely affects employers and the public.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. The use of a personal computer, telephone, copier, and fax machine is essential to the duties of this position. The position requires working at a computer for long periods of time, bending and stooping to retrieve files, sitting, and standing consistent with office work, and occasional light lifting of no more than 20 lbs.

H. Other Information

The incumbent should have strong computer skills, dependability, flexibility, tact, and the ability to work cooperatively with a diverse team and applicants, while always maintaining professionalism and courtesy. Regular and consistent attendance is required.

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 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: 7/2026