

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 7/2015)

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Classification Title	Board/Bureau/Division
Program Technician II	Medical Board of California
Working Title	Office/Unit/Section / Geographic Location
Consumer Information Technician	Licensing, Consumer Information Unit – Sacramento
Position Number	Name and Effective Date
629-160-9928-003	

GENERAL STATEMENT:

Under the general supervision of the Licensing Program Supervising Program Technician II (SPT II), the Program Technician II (PT II) works at the journey level in the Medical Board of California's (MBC) Licensing Program's Consumer Information Unit (CIU) and responds to a variety of requests from the public, organizations, applicants, and licensees for current information about the professions and occupations regulated by the Board and provides sensitive detailed program information and/or direction. Duties include, but are not limited to, the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]**80% Public Information (E)**

- Provides routine and sensitive detailed information and/or direction to consumers, applicants and licensees related to professions and occupations regulated by the MBC regarding the licensing and complaint process and various other questions relative to the Board's oversight of these programs. **(20%)**
- Provides answers utilizing specific detailed program knowledge and the CIU's reference materials. Inform consumers about basic laws, rules, regulations, policies, and procedures relevant to the MBC's jurisdiction over its licensees. **(20%)**
- Updates reference manuals and informational documents as needed, to ensure correct information is given to callers. **(20%)**
- Accesses the BreEZe database and the MBC's website to respond to requests for license verification and copies of public records as requested by consumers, applicants, and licensees. **(15%)**
- Determines consumer's complaint jurisdiction and level of urgency to make appropriate referral within MBC or to direct the caller to another state department or agency. Provides appropriate resources or contact information to callers if the issue is not related to the MBC by utilizing the CIU Directory, accessing the BreEZe database, and the internet. **(5%)**

20% General Information (E)

- Performs daily clerical duties of CIU Office when necessary, including, but not limited to preparing incoming and outgoing faxes, Web Master replies, preparing mailing labels, assisting main office visitors, other duties/tasks, and periodic tasks to help in other Licensing areas.

B. Supervision Received

The incumbent works under the general supervision of the SPT II.

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The incumbent has continuous direct contact with the public, healthcare organizations, other departments and agencies, applicants, and licensees for current information about the professions and occupations regulated by the Board which may be sensitive in nature. Additionally, the incumbent has direct daily contact with Licensing staff and management.

F. Actions and Consequences

If the incumbent does not perform the duties adequately, the Board could be unsuccessful with its goal to provide consumer protection, excellent customer service and may provide inaccurate information to its licensees, public, California Healthcare Consumers, healthcare organizations, etc. This could adversely affect consumer protection and could also create an unfavorable perception of the MBC to the public, such as MBC Executive Management receiving complaints, media coverage, or involvement by other government officials.

G. Functional Requirements

No specific physical requirements are required: 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. Incumbent must consistently exercise initiative and professionalism in performing assigned tasks. **This position requires regular daily attendance and a regular work schedule (Monday through Friday from 8:00 a.m. until 5:00 p.m.).**

H. Other Information

Incumbent must possess good written and verbal communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to MBC Staff, Board and Committee Members and DCA management needs.

The incumbent may be privy to 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.

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.

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: **3/2022**