

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 7/2015)

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Classification Title Supervising Program Technician II	Board/Bureau/Division Contractors State License Board (CSLB) / Executive Division
Working Title Public Counter Supervisor	Office/Unit/Section/Geographic Location Public Affairs and Information Office / Public Counter / Sacramento
Position Number 622-511-9925-001	Name and Effective Date

General Statement: Under the general direction of the Supervising Program Technician III (SPT III), the Supervising Program Technician II (SPT II) serves as a working supervisor and plans, organizes, and directs the work of Public Counter Unit staff who interpret and apply CSLB laws, rules, regulations and policies as they relate to CSLB while assisting the public. The SPT II reviews and evaluates the most complex staff work associated with inquiries that affect contractor licensing and has a working knowledge of the appropriate laws, rules and regulations. Duties include, but are not limited to, the following:

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

65% Plan, Organize, and Direct Workload (E)

Plan, organize, evaluate, and direct the work of the unit in order to resolve customer issues effectively and professionally. Apply detailed working knowledge of CSLB licensure requirements, complaint handling procedures, and internal policies and procedures when interacting with staff and the public. Ensure staff are resolving customer questions and transactions timely and accurately. Ensure staff are providing excellent customer service to consumers, licensees, contractors' schools, attorneys, and other government agencies. Assist with answering Call Center inquiries and direct staff to assist as operations allow. (25%)

Respond to the most complex and difficult inquiries from the public, contractors, applicants, CSLB staff, or other governmental staff in person, over the phone, or by written correspondence. Resolve or assist in resolving the most complicated and sensitive work-related problems that subordinates are unable to handle. (20%)

Apply appropriate cash handling procedures on a daily basis. This includes counting and balancing money received at the Public Counter, keeping an accurate log of receipts, ensuring money is secure, and providing the Cashiering Unit with money at the end of day. (15%)

Implement any law/regulation updates or other changes in procedure that could affect applicants or licensees and collaborate with other CSLB units as needed to comply with these changes. (5%)

30% Training and Supervision (E)

Supervise, train, and cross-train staff on Public Counter procedures. Write and develop training and reference materials. Provide task lists of primary and secondary duties for each employee and monitor staff quality of performance. Create monthly schedules for Public Counter staff, manage inventory, and collect unit statistics at the end of each week to report to the Public Information Analyst. Ensure priorities and goals are accomplished and assignments are completed.

Review, approve or deny time off requests. Identify and address attendance problems. Resolve personnel conflict and disciplinary problems. Prepare memos and disciplinary requests. Maintain accurate attendance records and act as Public Information's Attendance Coordinator.

Complete staff probation reports and yearly individual development plans. Conduct employee performance evaluations, schedule meetings with employees to evaluate assignments, motivate and provide opportunities for individual development.

Participate in recruitment process to fill staff vacancies by submitting Requests for Personnel Actions (RPA) to Personnel, creating matrix for screening applications, and conducting interviews and reference checks.

5% Special Projects (M)

Work on special projects as requested by upper management.

B. Supervision Received

The SPT II works under the general direction of the SPT III and may also receive assignments and direction from Chief of Public Affairs.

C. Supervision Exercised

Directly supervises a group of subordinate staff working at the Public Counter.

D. Administrative Responsibility

None.

E. Personal Contacts

Maintain professional demeanor while having regular contact with applicants, contractors, the public, and other personnel. Some contacts may be irate and hostile.

F. Actions and Consequences

Render technical information and resolve 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.

G. Functional Requirements

Regular attendance and punctuality are an essential part of this job. The ability to remain poised and tactful when resolving issues with discourteous and offensive customers is critical. The incumbent works in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. The incumbent must be able to remain in a stationary position for extended periods of time and move frequently between cubicle and public counter.

H. Other Information

The incumbent works up to 40 hours per week. Regular attendance and punctuality are essential. Must be proficient in all CSLB licensing related computer programs and Microsoft Office programs.

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, Classification

Revised: 8/2026

Approved: 8/2026 HM