

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 09/19)

Classification Title Office Technician (Typing)	Board/Bureau/Division California Architects Board
Working Title Licensing Application Technician	Office/Unit/Section / Geographic Location Licensing/Sacramento
Position Number 616-110-1139-XXX	Name and Effective Date

General Statement: Reporting to the Licensing Program Manager (Supervisor I), the Office Technician (Typing) works at the advanced journey person level and performs the more complex and difficult duties within the program related to application review and processing, qualification evaluation, client support and communication, and program and administrative support. Duties include, but are not limited to, the following:

A. **SPECIFIC ASSIGNMENTS** [Essential (E) / Marginal (M) Functions]

40% (E) Client Support and Communication

Independently research and provide tailored, detailed responses to a wide variety of program-related inquiries, ranging from the routine through to the more complex received through multiple collection points, that pertain to licensure processes, administrative policies and procedures, interpretation and explanation of the applicable statutory and regulatory provisions and licensure requirements, and online application portal technical assistance. Update records in the licensing data systems to reflect name, address, and business entity changes, examination results, and comment codes. Upload, index, and associate electronically submitted documents with candidate records. Provide application status updates throughout the licensure process.

25% (E) Application Processing

Review eligibility, supplemental examination, reciprocity, licensure, and other applications for completeness and appropriateness. Process applications that are determined to be appropriately submitted for review. Determine whether appropriately submitted applications contain any deficiencies that require correction from the candidate. Research whether there are any existing applications in the enterprise licensing information systems (ATS and Connect) and determine whether application approval is warranted and recommend the appropriate course of action. Prepare written notifications to candidates regarding deficiencies and advise them of required corrections to receive application approval. Monitor the application ReviewQ for notification of candidate resolved deficiencies. Periodically monitor other application queues to ensure efficient operations.

25% (E) Qualification Evaluations

Evaluate supporting documentation in a variety of forms such as educational transcripts, board-specific Employment Verification Forms (EVF), National Council of Architectural Registration Boards (NCARB) records and transmittals, out-of-state license certifications and verifications, and other supporting documentation for

authenticity, completeness, and accuracy to ensure each candidate meets the licensure requirements. Interpret and apply complex laws and regulations contained within the Architects Practice Act to weigh and assess whether complex combinations of educational and training (work) experience are acceptable or whether additional experience must be submitted for further substantiation of licensure requirements. Identify specific issues or problems concerning the more complex applications and supporting documentation; determine the root issues and formulate and propose appropriate solutions with any corresponding alternatives. Verify appropriateness and validity professional licensure credentials.

10% (M) Program and Administrative Support

Assist the Administration Unit with front counter service, main line calls, mail and delivery service, visitor reception, and receive in-person payments. Select, prioritize, scan, upload, associate, and index licensure support documentation into online (Connect) records from legacy system candidate physical files. Assist with special projects such as confidential file destruction, file transfers to the State Record Center and other offsite record storage, and other appropriate program-related assignments.

B. Supervision Received

The incumbent is under the general direction of the Supervisor I and may receive assignments and direction from the Executive Officer, the Assistant Executive Officer and other senior program staff.

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The incumbent has daily contact with other board staff, candidates, licensees, architectural organizations, other state licensing boards, and the public.

Actions and Consequences

Failure to properly interpret, apply, or follow laws, regulations, directives, policies, and procedures and provide accurate information would seriously negatively impact candidates, licensees, and consumers, and the public. Inaccurately made decisions would result in financial hardship for individuals and the risk of unqualified individuals providing architectural services to the public. Failure to properly follow security protocols and safeguards related to the management of candidates personally identifiable and sensitive information would potentially result in a security breach that may then result in serious consequences and liabilities for the board.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial lighting and temperature control. Daily access to and ability to use a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. The incumbent must be able to type at least 40 words per minute and occasionally move up to 25 lbs.

H. Other Information

The incumbent must be familiar with the board statutes, regulations, and policies and possess specific knowledge of the educational, examination, and licensure requirements. The incumbent must be punctual, maintain consistent and regular attendance, work efficiently and cooperatively with others, and always maintain professionalism. The incumbent routinely works with sensitive and confidential information or materials and is expected to always maintain the highest level of confidentiality and discretion due to the nature of the candidate information and examination content.

The Incumbent must possess at a minimum, the following skills and abilities to support the achievement of the board's goals and objectives and standards of professionalism:

- excellent communication skills (written and verbal),
- reading comprehension;
- interpersonal skills;
- good judgment in decision-making;
- creativity and flexibility in problem identification and resolution;
- manage personal and state resources effectively;
- work cooperatively with others as a member of a team;
- be responsive to management needs;
- maintain speed and accuracy in completing assignments;
- flexible with interruptions and changes in priorities relative to workload; and
- computer and software program proficiency (business productivity applications).

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: 8/2026