

Department of Consumer Affairs

Position Duty Statement

HR-041a (new 9/2019)

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Classification Title	Board/Bureau/Division
Program Technician III (Limited Term)	Bureau of Automotive Repair (BAR)
Working Title	Office/Unit/Section / Geographic Location
Phone Information Center Agent	Consumer Assistance Program /CAP Phone, Mail, and Filing Unit/CAP Phone Information Center and Support Staff/Rancho Cordova
Position Number	Name and Effective Date
646-200-9929-907	

General Statement: Under the general direction of the Supervising Program Technician III (SPT III), the Program Technician III (PT III) is responsible for handling a broad range of sensitive and complex contacts with the public with a high level of independence, accuracy, and good judgment.

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

40% Regulatory Knowledge, Application and Consumer Education (E)

Master and maintain up-to-date knowledge of CAP statutes, regulations, and requirements. Apply this knowledge effectively in daily operations and consumer interactions. Stay informed about any changes or updates to CAP policies and procedures. Provide clear, concise explanations of CAP statutes, regulations, and requirements to consumers. Explain in plain language to the consumer's level of understanding, ensuring comprehension. Address common misconceptions and clarify complex aspects of the program. Guide consumers through the Bureau of Automotive Repair (BAR)/CAP website efficiently. Explain the layout and functionality of different sections of the website. Troubleshoot common navigation issues consumers may encounter. Assist consumers in completing online RA) and VR applications. Provide step-by-step guidance through the application process. Explain required fields and documentation needed for successful submission.

40% Application Review and Analysis: (E)

Conduct thorough reviews of consumer applications, determination notices, and letters of eligibility. Analyze submitted information for completeness and accuracy. Identify any discrepancies or missing information that may affect the application process. Provide accurate and comprehensive responses to consumer inquiries. Base responses on the analysis of the consumer's specific application status and determination notice. Offer clear explanations for any determinations. Provide program purpose and specific regulations applicable to determination. Provide guidance on next steps in the application or assistance process. Maintain accurate records of all consumer interactions and assistance provided by documenting consumer interaction. Ensure all information is recorded in compliance with data protection regulations.

15% Training and Development: (E)

Stay updated on program changes that may affect policies and procedure to ensure excellent customer service and credibility of the Program. Attend meetings and participate in ongoing training to enhance knowledge and skills. Actively seek opportunities to handle more complex issues independently. Collaborate with team members to share best practices and enhance overall service quality.

5% Miscellaneous (M)

Perform miscellaneous administrative duties to support CAP Units outside of Program Support Division. Perform back-up duties at Front Counter and within P,M&F Unit as needed. Attend meetings and training as directed and needed.

B. Supervision Received

The incumbent works under the general supervision of a Supervising Program Technician III and may receive directions and assignments from the Staff Services Manager I.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has routine daily contact with CAP staff (managers, supervisors, and line staff) and the public.

F. Actions and Consequences

Failure to provide accurate information could undermine public confidence in the program and negatively affect the volume of consumers assisted. If the public were to provide unfavorable feedback about CAP to their legislators, the resulting consequences could be extremely negative to the department.

G. Functional Requirements

The incumbent work 40 hours per week in an office setting with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The incumbent must be able to frequently remain in a stationary position at a workstation throughout the day and must occasionally position self to perform a variety of tasks including retrieval of files.

H. Other Information

The incumbent must have the ability and initiative to work independently, work under pressure, handle a high volume of telephone calls, respond to callers needs quickly, and provide accurate information orally and in writing. The incumbent must maintain a journey level knowledge of CAP regulations, policies, and procedures. Diplomacy and tact are requirements for working with the public.

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

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 08/2026