

Department of Consumer Affairs

Position Duty Statement

HR-041 (Rev 7/2015)

Classification Title	Board/Bureau/Division
Office Technician (Typing)	Board of Psychology
Working Title	Office/Unit/Section/Geographic Location
Enforcement Technician	Enforcement Program/ Sacramento
Position Number	Name and Effective Date
601-110-1139-004	

General Statement: Reporting to the Supervisor I (Enforcement Program Manager) of the Board of Psychology (Board), the Office Technician (OT) performs a variety of clerical and administrative tasks to support the activities of the Enforcement Program. The incumbent is responsible for processing consumer complaints, preparing correspondence, maintaining records, and assisting program staff with enforcement-related functions to ensure efficient workflow and compliance with established procedures. Duties include, but are not limited to, the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]**40% COMPLAINT PROCESSING (E)**

- Reviews, evaluates, and processes all incoming consumer and patient complaints. Assesses each complaint to determine classification and complexity. Initiates every complaint in the BreEze database and assigns cases to the appropriate enforcement program analyst for desk investigation.
- Will forward non-jurisdictional complaints to the appropriate jurisdiction to include the relevant boards or departments.
- Prepares complaint, "no violation", and "insufficient evidence" closure letters to complainants and other constituent parties informing them of the complaint closure by referencing that the Board must have clear and convincing evidence to pursue disciplinary action by citing all applicable sections of law.

40% ADMINISTRATIVE SUPPORT (E)

- Files complaint and discipline documents within case files and assists with records retention compliance.
- Answers enforcement program phone calls, addresses questions from the public, and routes calls to appropriate staff members as needed.
- Responds to enforcement emails, provides information and assistance to external parties, and ensures timely follow-up and resolution of email inquiries.

- Processes and responds to 805 verification checks by confirming disciplinary actions or license status and communicating findings to authorized parties.

20% FILE ROOM RECORDS RETENTION AND MAINTENANCE (E)

- Manages and prioritizes the Enforcement File Room workload, processing confidential materials such as closed complaints and discipline cases with sensitive legal records. Sets priorities for document requests, restricts access to maintain security, and supplies necessary materials to staff. Organizes records to keep the environment clean and safe, ensuring quick access to legal documents for disciplinary case work.
- Prepares and distributes purge reports, reviews materials for compliance with retention schedules, completes monthly purges of closed investigation files, tracks report returns statewide, and prepares files for archiving. Maintains and updates the Record Retention Schedule for File Room records.
- Files and retrieves exhibits for disciplinary cases to ensure timely access to records for the analysts working on disciplinary cases; purges exhibit(s) as provided in the Record Retention Schedule.

B. Supervision Received

The OT reports directly to and receives the majority of assignments from the Enforcement Program Manager but may receive assignments from the Executive Officer (EO) or the Assistant Executive Officer (AEO)

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

On a daily basis, the OT will respond to inquiries from the general public by telephone, e-mail or in writing regarding the Boards enforcement process. The OT is required to maintain a positive, professional working relationship with members of the profession, other state and federal agencies, persons and entities regulated by the Board, and staff from the Board and the Department of Consumer Affairs (DCA).

F. Actions and Consequences

Failure to implement and maintain effective procedures and practices could result in disruption of the daily office operations and the OT not effectively and efficiently serving the public of California, and the Board's stakeholders.

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.

H. Other Information

Incumbent must be able to communicate both verbally and in writing in English, use good judgment in decision making, manage time and resources effectively, be able to work efficiently and cooperatively with others and be able to work under changing priorities

and deadlines. Working knowledge of Breeze preferred.

The OT works with sensitive and confidential issues and/or materials and requires confidentiality and discretion to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

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 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.

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

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