

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 9/2019)

Classification Title Office Technician (Typing)	Board/Bureau/Division Board of Behavioral Sciences (Board)
Working Title Cashier	Office/Unit/Section / Geographic Location Examination & Cashiering Unit / Sacramento
Position Number 633-110-1139-031	Name and Effective Date

Under the general direction of the Supervisor I, the Office Technician (Typing) (OT) performs the required duties in the Cashiering Unit that are essential to the effectiveness of the Board. Specific duties include, but are not limited to, the following:

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

80% Cashiering (E)

Responsible for the cashiering process for licensing, examination and renewal applications. Enter all cashiering data into the BreEZe system. Process requests for replacement licenses, certificates, cite/fine and cost recovery. Issue return payment notices. Process reimbursement of dishonored checks related to applications and renewals. Prepare revenue refunds, cash refunds, and revenue transfers. Ensure that all cashiering functions adhere to the State Administration Manual (SAM) requirements and Department of Consumer Affairs' (DCA) policies and procedures. (70%)

Review and process name change requests, return incomplete requests to applicant for resubmission, and update file name and file paperwork. Maintain and update the renewal cashiering log files, refund and transfer log files. Review BreEZe reports for discrepancies and suspension of funds. (10%)

15% Respond to Cashiering Inquiries (E)

Respond in person, in writing and by telephone to provide detailed and complex information to cashiering inquiries regarding the renewal process, insufficient fees and dishonored checks, which require computer, typing and research skills. (10%)

Respond to telephone calls from licensees and registrants relating to address changes, and name changes; order, log and mail replacement documents; file replacement documents and renewal batches. (5%)

5% Cashiering File Maintenance (M)

Maintain Cashiering Unit records and filing. Monitors and does periodic reviews of the Unit's files for record retention and confidential destruction when necessary. (5%)

B. Supervision Received

The OT reports directly to and receives the majority of assignments from the Supervisor I; however, directions and assignments may also come from the Executive Officer (EO) or the Assistant Executive Officer (AEO).

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

Daily, the OT interacts via telephone, public counter, e-mail and written correspondence with the public, applicants, employers or supervisors, attorneys, out-of-state licensing boards, professional organizations, and other governmental agencies, Board staff and management.

F. Actions and Consequences

Failure to properly ensure completion of Board and national level responsibilities could result in the Board's inability to fulfill its mission-critical activities related to the regulation of this profession for the protection of the consumer public.

G. Functional Requirements

The OT must type at a speed of not less than 40 words per minute from ordinary manuscript, printed or typewritten material. No specific physical requirements are present: 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. Ability to professionally and courteously handle calls/correspondence from the public is essential. Regular attendance and punctuality are an essential part of this job.

H. Other Information

The OT must possess good 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 Board management needs. The OT must also use strong interpersonal skills to support the achievement of the goals and objectives of the EO and the Board and maintain good working relationships with staff and management. This position has access to confidential or sensitive information related to consumers of Board services and/or employees of the Board. The individual occupying this position is expected to maintain the privacy and confidentiality of such information at all times.

Criminal Offender Record Information (CORI)

This position has access to 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 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 to DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position 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 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

Printed Name & Classification

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 & Classification