

Department of Consumer Affairs
Position Duty Statement
HR-41 (Revised 7/2026)

Classification	Board/Bureau/Division
Office Technician (Typing)	Bureau for Private Postsecondary Education
Working Title	Office/Unit/Section/Geographic Location
Enforcement Office Technician	Bureau for Private Postsecondary Education Enforcement/Compliance and Discipline Section / Annual Report Compliance / Sacramento
Position Number	Name and Effective Date
644-140-1139-003	

Under the general direction of the Supervisor I, the Office Technician (Typing) (OT) works at the journey level and provides technical and clerical support to the Annual Reports Unit (ARU). Duties include, but are not limited to:

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

- 40% Annual Report, Compliance and Discipline Unit Support (E)**
Maintains, drafts, and types correspondence for the Compliance and Discipline Section; creates electronic compliance inspection files; reviews confidential educational institution reports and submissions to ensure completeness of documentation; performs preliminary reviews of materials and documents as needed; maintains and tracks confidential and sensitive inspection and enforcement data in the Bureau's Connect database and the Annual Report Portal; communicates with compliance analysts, educational institution representatives, and other regulatory agency representatives, both orally and in writing, to obtain additional documentation, including independently preparing and typing letters requesting needed information; prepares and distributes the weekly inspection update list via email; and coordinates and ensures timely submission of ARU, Compliance Inspection, and Enforcement Action materials to OIS for publication on the Bureau's website.
- 30% Clerical and Administrative Support (E)**
Coordinates and schedules meetings and workshops for the Compliance and Discipline Section; Manages Compliance and Annual Report Unit (ARU) Workshop email account, prepares meeting and group presentation packages; types up agendas and records minutes for meetings.
- 15% Filing, Photocopying and Mail Services (E)**
Photocopy Compliance and Discipline Section materials as needed. Files miscellaneous correspondence and documents. Monitors file storage capacity to ensure adequate file space is available. Prepares files for archiving by pulling files and typing an archive list. Transfers and re-adjusts files as needed. Retrieves files from the State Records Center (SRC). Prepares Compliance and Discipline Section records to be sent by certified mail, Regular Mail, GSO and other delivery methods.

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Sorts, logs, and distributes mail to Compliance and Discipline Section staff. Scans mails and uploads documents to Bureau databases and electronic filing system.

10% Telephone and Email Communication (E)

Responds to telephone calls regarding Compliance and Discipline Section related matters. Monitors the general Annual Report and Compliance email inbox and forwards messages to appropriate staff for response.

5% Miscellaneous Support Services (M)

Assists other staff with data entry with Compliance, ARU and Discipline tracking and other clerical needs. Monitors Compliance and Discipline Section supplies and submits orders for supplies as needed. Performs additional duties as required. Assists and acts as a backup for the Discipline Unit Office Technician.

B. Supervision Received

The Office Technician (Typing) is under the general direction of the Supervisor I but may also receive assignments or guidance from other Compliance and Discipline Section Supervisors, Bureau executive leadership and Unit leads.

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The incumbent will have daily contact with Bureau management, representatives and affiliates of private postsecondary institutions, students, and the general public. The incumbent will have contact with Bureau staff, departmental program staff, other governmental and regulatory agencies, consumers, or industry stakeholders interested in program operations.

F. Actions and Consequences

Failure to use good judgment in handling sensitive and confidential materials and in imparting information could result in failure to obtain compliance with the Bureau's laws by subjects of complaint investigations, which in turn could result in harm to the public health, safety, welfare, and property. Misinformation could also result in embarrassment to the educational institutions, students, Bureau, Department, and in some cases, the Governor. Failure to exercise good judgment in responding to requests for public information, or in the handling of sensitive issues, may result in incorrect information being released, which could jeopardize the confidence and integrity of the Bureau or the Department.

G. Functional Requirements

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

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is essential. Sitting and standing requirements are consistent with work in an office setting. Occasional lifting of 10-15 pounds may be necessary. Incumbent is required to type at least 40 words per minute as evidenced by a typing certificate.

H. Other Information

The incumbent must have good communication skills, especially good writing skills; be able to work well under pressure with rapidly changing priorities; be dependable; have the ability to work well with many staff; take directions accurately; and communicate well and effectively with irate and/or upset consumers. The incumbent is required to utilize his/her initiative and resourcefulness to complete tasks in a timely manner. The incumbent routinely works with sensitive and confidential issues and/or documents and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

Adherence to a consistent work schedule is critical to the successful performance of the position due to the heavy workload and time-sensitive nature of the work.

The following leadership competencies are important for successful job performance:

Communication	Thoroughness	Customer Focus
Ethics and Integrity	Interpersonal Skills	Personal Credibility

The following skills are important for successful job performance:

Writing skills	Effective communication skills	Organizational skills
Interpersonal skills	Planning skills	Speaking skills
Prioritization skills	Computer skills	

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 and Safety analyst.)

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Employee Signature

Date

Employee 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

Revised 8/2026