

Department of Consumer Affairs

Position Duty Statement

HR-041 (Revised 7/2015)

Classification Title Office Technician (T)	Board/Bureau/Division California Board of Accountancy
Working Title Cashier	Office/Unit /Section / Geographic Location Administrative Services / Sacramento
Position Number 615-210-1139-003	Name and Effective Date

General Statement:

Under the general direction of the Supervisor I, the Office Technician (Typing) (OT[T]), is responsible for processing the various payments received by the California Board of Accountancy (CBA) in association with examination, initial licensing, license renewals, fines, cost recovery or other miscellaneous payments. The OT (T) is also responsible for researching cashiering issues and providing staff support for the CBA. The duties include, but are not limited to, the following:

A. Specific Assignments [w/Essential (E) and Marginal (M) Functions]

50% (E) Payment Processing

Verifies monies (checks, money orders, cashier checks, and cash) received from the mail room's Master Log generated report; runs cashier tape to verify monies and applications transferred to the Cashiering Unit have been entered into the Master log and totals match. (10%)

Uses cashier stamp machine to issue a sequential cashiering number on monies and/or paperwork in order to maintain cashiering logs. Prepares cashier logs and types appropriate revenue data into an Excel spreadsheet. Prepares and verifies monies for Report of Collections (RC) using a 10-key calculator. Ensures balancing of all logs to monies for preparation of deposit. (10%)

Maintains the security of all monies sent to the Department of Consumer Affairs (DCA), logs money bags and ensures a daily money bag is ready for DCA pick up. Ensures that all monies received are secured and locked in the CBA safe or cashiering cabinets. (10%)

Independently responds to Buy Back notices from the DCA Accounting Office regarding dishonored checks. In some cases, contacts banks by phone or letter to resolve administrative processing errors. (10%)

Coordinates with DCA Accounting and prepares wire transfer requests for applicants and licensees. (5%)

Using a Personal Computer (PC), inputs monies and various application types into the Master Log database for monies/applications not received through the mail room (e.g. monies/applications received "exceptions" from DCAs Central Cashiering Unit). (5%)

30% (E) Cashiering Research and Correspondence

Using a PC, accesses and views Consumer Affairs System (CAS) licensee database to determine appropriate allocation of monies and types notes into CAS regarding the status of refunds and payments. Independently prepares cash, credit card and revenue refund requests per the request of Licensing and Enforcement staff. Works with DCA Accounting Office to

resolve discrepancies with refund checks (i.e. incorrect refund amount, refund not received, or refund mailed to wrong address, etc.).

Responds to phone, e-mail, and written inquiries from both the public and staff on various cashiering matters. Uses Microsoft Word to type letters or respond to requests for information and researches and prepares a receipt of payment upon request from applicants or licensees. Prepares various correspondence to applicants and licensees either in writing or by email (i.e. overpayment refund letters, Dishonored Check letters, No Fee Letters, etc.).

Researches information and provides technical advice to the Manager, Administrative Services and the Cashiering Analyst for purposes of developing trends based on historical revenue flows. Revises spreadsheets as necessary to accommodate changes in revenue codes.

20% Record Keeping and Staff Support

(E) Maintains various cashiering historical records (receipts, dishonored checks, return payment notices etc.), by filing documents and annual archiving of records in accordance with the State Records Center retention schedule. (10%)

(E) Submits Franchise Tax Board (FTB) intercept requests to DCA for interception of state income tax for unpaid cost recovery, citation and dishonored check fees. Maintains tracking log and reconciles FTB collection reports received from DCA. (5%)

(M) Sorts, distributes and passes out monthly pay warrants to CBA staff. Logs on to Reception phone line to assist with overflow calls and routes calls to the appropriate unit. Backs-up Reception as needed with coverage at the Reception counter. (5%)

B. Supervision Received

The OT (T) reports directly to the Supervisor I, Administrative Services Unit, but may also receive assignments from the lead Administrative Support Analyst and Cashiering Analyst.

C. Supervision Exercised

NONE

D. Administrative Responsibility

NONE

E. Personal Contacts

The OT (T) has frequent contact with CBA staff, examination and licensing applicants, licensees, and the DCA Accounting office.

F. Actions and Consequences

Failure to perform these duties would prevent the CBA from cashiering approximately \$3,000,000 each year that is received through CBA headquarters. This would result in the CBA's non-compliance with the State Administrative Manual sections that specifically state how quickly cash receipts are to be processed and deposited.

G. Functional Requirements

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 PC and telephone is essential. The OT (T) must type 40 words per minute. Sitting and standing requirements are consistent with office work.

H. Other Information

The OT (T) must possess good communication skills, work efficiently and cooperatively with others. This position has access to confidential or sensitive information related to consumers of CBA services and/or employees of the CBA. The individual occupying this position is expected to maintain the privacy and confidentiality of such information 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 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

Revised: February 2024