Department of Consumer Affairs
Position Duty Statement
HR-041 (new 7/2015)

Classification Title Analyst I	**Board/Bureau/Division** Board of Accountancy
Working Title Cashiering Analyst	**Office/Unit/Section / Geographic Location** Administrative Services / Sacramento
Position Number 615-210-5157-802	**Name and Effective Date**

General Statement: Under the supervision of the California Board of Accountancy's (CBA) Supervisor I, the Analyst I performs the less complex analytical duties and serves as the subject matter resource regarding cashiering issues/questions. Duties include, but are not limited to, the following:

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

40% (E) Cashiering Operations

Conducts comprehensive fiscal validation of all incoming revenue including checks, money orders, cashier's checks and cash by performing detailed reconciliation against recorded totals and investigating discrepancies.

Prepares, analyzes, and reconciles daily cashiering records to assess the accuracy, completeness, and integrity of cashier logs used for the Report of Collections (RC). Interpret trends, identify anomalies, and evaluate the impact of discrepancies on fiscal reporting, workflow efficiency, and compliance obligations. Performs complex verification of license-related financial transactions by analyzing data within the Consumer Affairs System (CAS). Validates renewal dates, statutory fees, delinquency assessments, and transactional histories to ensure alignment with applicable Board policies, Department of Consumer Affairs (DCA) procedures, and state laws.

Uses independent judgment and discretion to research, analyze, and resolve less complex cashiering issues, including payment errors, duplicate or misapplied payments, refunds, and dishonored checks by interpreting and applying relevant statutes, regulations, and departmental policies and procedures. Evaluates the underlying transactional data, identifies root causes, and determines the appropriate corrective action based on statutory fee requirements, Board policy, the State Administrative Manual, and DCA guidelines. Applies analytical reasoning to assess compliance implications, document findings, and recommends process improvements to prevent recurrence. Monitors and processes wire transfers, prepares and submits required documentation to DCA, and coordinates with applicants, licensees, and program staff regarding payment status. Maintains meticulous audit-ready documentation and contributes to continuous process improvements through collaboration, procedural updates, and identification of workflow efficiencies

Monitors the wire transfer inbox, analyzing payment details for accuracy and compliance, and determining appropriate processing actions. Independently assesses and validates supporting documentation prior to submission to the DCA, ensuring alignment with statutory requirements and internal fiscal controls.

Performs year-end reconciliation by researching databases, correcting misapplied payments and initiating transfer of funds to the appropriate account code.

Analyzes existing cashiering processes and recommend improvements to increase efficiency; collaborate with IT to enhance cashiering databases and reporting tools.

Represents the CBA at DCA Cashiering User Group meetings and reports back to the Administrative Services Manager.

Maintains and updates cashiering policies and procedures manuals to ensure compliance with statutory and administrative requirements; interpret and apply rules and guidelines for best accounting practices.

Provides training to new staff on cashiering processes and procedures, including updates resulting from policy, statutory, or system changes. Uses independent judgment to interpret and explain applicable statutes, regulations, and departmental policies to ensure staff understand the analytical basis for each procedure. Offers detailed feedback and guidance on the less complex inquiries by evaluating underlying issues, formulating accurate and policy-aligned responses, and instructing staff on the analytical methods used to calculate delinquent renewal fees, resolves payment discrepancies, and ensures compliance with governing requirements.

25% (E) Program Support Duties

Manages distribution of requisitions, payroll, per diem and checks associated with fees collected for Public Records Requests. Picks up checks from DCA Cashiering when required and mails checks to the appropriate vendor, CBA staff, Board or Committee Members as requested by program staff.

Compiles and summarizes workload statistics for use by the CBA’s Administrative Support Analyst for preparing various reports.

Compiles, reviews, and organizes licensee and examination candidate data for certification and verification requests, ensuring accuracy, completeness, and compliance with disclosure requirements, and processes license verification requests with a 30-day turnaround for both email and hard-copy responses.

Screens and routes incoming telephone calls; respond to cashiering inquiries and maintain call logs by program area.

15% (E) Revenue, Cash and Credit Card Refund Requests
Processes cash, revenue, and credit card refund requests as requested by program staff and prepares duplicate payment notifications and returns payments when appropriate.

10% (E) Cost Recovery
Reconciles all cost-recovery collection activities and evaluates outstanding balances to determine appropriate next steps, including referral to the Franchise Tax Board Offset Program or recommending write-off based on account age and value. Maintains accurate and comprehensive tracking of outstanding and resolved accounts to support timely reconciliation and reporting. Applies independent judgment to interpret and apply governing statutes, regulations, and departmental policies to determine whether the debt is valid, legally enforceable, and appropriately assessed. Assesses supporting documentation, payment history, and system records to identify discrepancies, confirm statutory authority, and evaluates any mitigating factors. Issues collection notices for unpaid dishonored check fees and prepares and submits referrals to DCA for outstanding fees, fines, and cost-recovery balances to be forwarded to the Franchise Tax Board for tax intercepts or other collection efforts.

5% (E) Records Management
Uses independent judgement and discretion to perform annual review of cashiering related documents and prepares for archive or destruction of paper and electronic files in accordance with the records retention schedule.

5% (M) Backup Duties
Serves as a backup to the Administrative Support Analyst in maintaining the security of all monies sent to the DCA, including logging incoming and outgoing moneybags. Ensures that all monies received are properly secured.

B. Supervision Received
The Analyst I works under the supervision of the Supervisor I over the Administrative Services Unit.

C. Supervision Exercised
None

D. Administrative Responsibility
None

E. Personal Contacts
The incumbent has direct, 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 significantly impair the CBA's ability to cashier the annual receipts processed for deposit through CBA headquarters. Such failure would result in non-compliance with the State Administrative Manual requirements governing the timely processing and banking of receipts, exposing the CBA to operational delays, audit findings, and financial control risks.

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

The incumbent 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 DCA management needs. 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 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 Unit.

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Supervisor Signature Date

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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 September 2026