Department of Consumer Affairs
Position Duty Statement
HR-041 (revised 7/15)

Classification Title	**Board/Bureau/Division**
Analyst I	Bureau of Security and Investigative Services (Bureau or BSIS)
Working Title	**Office/Unit/Section / Geographic Location**
Company Licensing Analyst	Company Licensing Unit / Sacramento
Position Number	**Name, Effective Date**
625-100-5157-XXX	

GENERAL STATEMENT

Under supervision of the Supervisor I of the Company Licensing Unit, the Analyst I reviews and processes insurance documentation, tracks policy expiration and/or cancelation, and provides a notice of suspension to company licensees who do not comply with the Business and Professions Code (BPC). The Analyst I reviews and processes Locksmith and Proprietary Security Employer applications and processes license suspensions for corporate licensees who are out of compliance with the Franchise Tax Board. Duties include, but are not limited to the following:

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

55% Liability Insurance Tracking and License Suspension (E)

Reviews and processes insurance documentation for Private Patrol Operators, Alarm Company Operators, and Private Investigators to ensure certificates and minimum coverage are sufficient and comply with the BPC. Tracks expiration dates and utilizes the BreEZe licensing platform and multiple tracking tools to monitor expiration dates so that appropriate notices are sent timely. Creates and sends correspondence to licensees when insurance policies expire or are cancelled. Monitors responses from licensees who have 30 calendar days to provide insurance or face suspension. Processes the license suspension by preparing and mailing the suspension notice and suspending the license in BreEZe.(30%)

Provides customer service to applicants and licensees and answers questions about insurance requirements, license suspensions, and the reinstatement process. Reviews and processes resubmitted insurance certificates for compliance and reinstates the license once in compliance. Updates all correspondence and notes in BreEZe. (25%)

20% Franchise Tax Board Tracking and License Suspension (E)

Conducts research and reviews the corporate status of licensees to determine if the corporation or limited liability company is in good standing with the Franchise Tax Board. Verifies status with the Secretary of State and enters detailed notes in the BreEZe licensing system. Drafts correspondence notifying licensees not in good standing with the Secretary of State and/or the Franchise Tax Board that the license will automatically be suspended in 30 days unless the status returns to being in good standing. Tracks the notices issued to licensees and prepares suspension notices for

licensees not in compliance with the Secretary of State or Franchise Tax Board, or both. Processes the license suspension by preparing and mailing the suspension notice and suspending the license in BreEZe. Provides customer service to applicants and licensees and answers questions about license requirements, suspensions, and the reinstatement process. Reviews and processes submitted documentation for compliance and reinstates the license once in compliance. Updates all correspondence and notes in BreEZe.

20% Locksmith and Proprietary Security Employers (E)

Reviews documents and processes applications for Locksmith companies and Proprietary Private Security Employers. Ensures applications are complete and all required information is included. Corresponds with and provides customer service to applicants and licensees, answers questions about the application process and provides resources to answer common questions regarding license requirements. Uploads documents and ensures all relevant and required information has been entered into BreEZe. Reviews and processes renewal applications, address changes, corporate officer changes, and requests for duplicate licenses.

5% Program Support (M)

Provides program support to the company licensing unit which may include performing general office duties including faxing, photocopying, scanning, preparing letters, and other duties as assigned by management. Provides customer service and assists with inquiries from applicants and licensees at the Bureau's public front counter. Processes incoming mail and scans documents to upload into the BreEZe database.

B. SUPERVISION RECEIVED

The Analyst I reports directly to the Supervisor I in the Company Licensing Unit and may receive assignments from the Licensing Chief or Bureau Chief.

C. SUPERVISION EXERCISED

None

D. ADMINISTRATIVE RESPONSIBILITY

None

E. PERSONAL CONTACTS

The Analyst I has daily contact with Bureau employees, the public, applicants, licensees, Departmental staff, the Department of Justice, in addition to numerous other state agencies.

F. ACTIONS AND CONSEQUENCES

The Analyst I ensures licensees follow insurance requirements and corporate licensees maintain good standing with the Secretary of State and/or the Franchise Tax Board and act if they are out of compliance. Failure to suspend licensees who are out of compliance creates risks for consumers and the public. Failure to provide customer service and support to the Company Licensing Unit would hinder the operational effectiveness of the unit and can lead to delays in licensing, backlogs, and increased complaints from applicants and licensees.

G. FUNCTIONAL REQUIREMENTS

The incumbent works 40 hours per week in an office setting with artificial light and temperature control. The ability to use a personal computer and telephone is essential. Daily access to and use of a personal computer and telephone is essential. The position requires bending and stooping whenever necessary to retrieve files. The ability to tactfully handle communications of various tones and temperaments from the public (including licensees) is essential. Regular attendance and punctuality are an essential part of this job.

H. OTHER INFORMATION

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 Bureau management needs. Confidentiality and discretion are required due to the nature and sensitivity of the documents handled. Incumbent works with considerable independence in evaluating documents submitted by applicants and obtained from law enforcement agencies and the courts relative to an applicant's criminal history. The position requires the ability to interpret the laws, regulations, and policies related to substantial relationship of criminal convictions and criteria for rehabilitation, as well as penal code and other criminal code violations.

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 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 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

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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

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Printed Name

Revised: 08/2026