

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 7/2015)

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Classification Title	Board/Bureau/Division
Program Technician II	Board of Barbering and Cosmetology
Working Title	Office/Unit/Section / Geographic Location
Licensing Technician	Licensing Unit / Sacramento
Position Number	Name and Effective Date
636-110-9928-009	

General Statement: Under the general supervision of the Board of Barbering and Cosmetology (Board) Supervisor I in the Licensing Unit, the Program Technician II (PT II) evaluates examination and licensing applications and provides customer service to Board consumers, applicants, and licensees. Duties include, but are not limited to, the following:

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

60% (E) Evaluations

Evaluates and processes applications for the State Board Examination and licensure. Verifies that all application documents conform with Board laws, regulations, and requirements to determine eligibility for the examination and/or licensure. Keys all applicant/licensee information, including the applicant's qualifying documentation, into the BreEZe licensing database. Processes licensee name change and address change requests by updating the electronic license file in BreEZe. (40%)

Generates and mails application deficiency letters using BreEZe and Microsoft Word to notify applicants of additional information or documents needed. Works with applicants and licensees to gather all necessary information to approve or deny the application. (20%)

40% (E) Customer Service

Responds to inquiries received via telephone, mail, email, and at the Board's front counter from consumers, applicants, and licensees. Searches the BreEZe database to gather information and respond to questions regarding application and license status. Interprets and explains Board laws, regulations, and processes to educate consumers, applicants, and licensees. Assists consumers, applicants, and licensees with resolving issues related to examinations, applications, and licensure.

B. Supervision Received

The PT II works under the general supervision of the Supervisor I and may also receive direction from the Analyst II, Supervisor II, Deputy Executive Officer, and the Executive Officer.

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The PT II has daily contact with all levels of Board staff, consumers, applicants, and licensees to gather and provide information and customer support.

F. Actions and Consequences

Failure to exercise good judgment when responding to requests for information and handling sensitive and confidential issues could result in information being released to unauthorized persons, violating Government Code, and jeopardizing the integrity of the Board.

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 is essential. Sitting and standing requirements are consistent with office work.

H. Other Information

This position must work well with other staff in the unit and have good interpersonal skills, good communication skills, tact, diplomacy, and problem-solving skills. The incumbent must 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. 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 others relative to an applicant's education and/or license history. The position requires the ability to interpret and explain the laws, regulations, and policies related to the Board of Barbering and Cosmetology.

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 analyst.)

Employee Signature

Date

Employee's 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 01/2026