

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 07/2015)

Classification Title	Board/Bureau/Division
Office Technician (Typing)	California Architects Board
Working Title	Office/Unit/Section / Geographic Location
Public Information Technician	Administration/Sacramento
Position Number	Name and Effective Date
616-110-1139-019	

General Statement: Under the general direction of the Supervisor I, the Office Technician (Typing) (OT) is responsible for providing clerical support and public assistance for the Board. Duties include, but are not limited to the following:

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

55% (E) Clerical Support

Opens, date stamps and ensures timely distribution of incoming mail. (10%)

Creates and generates licensee certificates, cover letters and labels for mailing. Proofs certificates, comparing to application documents. Mails certificates with designated Board publications promptly to licensees. (10%)

Orders supplies, researches costs and products of various vendors and prepares purchase requests/bid comparisons, purchase estimates, purchase orders, requisitions and vendor data records. Monitors inventory of all supplies; ensures timely ordering of essential items to maintain efficient operations and an organized supply and storage room. Updates and generates inventory and supplies spreadsheet and Board property list. (10%)

Orders archived license records from State Records Center (SRC). Enters licensee information into spreadsheet logs for all records stored at the SRC. Returns records to SRC for storage. (10%)

Enters candidates' and licensees' address/name changes in respective databases. (10%)

Coordinates and prepares the mailing of meeting notices and other various documents and publications and assists with the preparation of responses to Public Records Act requests received by the Board. (5%)

35% (E) Public Assistance

Answers and screens incoming telephone inquiries; provides information regarding laws, regulations, policies and procedures; directs calls of greater complexity to appropriate unit within the Board or appropriate external agency when applicable. Entry required into computer databases to determine appropriate status of candidate or licensee.

Greets visitors at the public counter providing service to the public, candidates, licensees, and service and delivery persons; ensures security measures are followed in the suite; ascertains their business and notifies appropriate staff to authorize access or furnishes escort; and receives monies and issues receipts for various fees collected.

Checks Board's automated telephone voice mailbox daily and responds to each message appropriately; and responds to requests from consumers, candidates, licensees, and other stakeholders.

10% (M) Other Support Duties

Acts as the Board's coordinator for various departmental campaigns and initiatives (i.e., California State Employee Charitable Campaign, Biennial Language Survey and other like campaigns).

Reviews, proofs, approves and copies Trial Balances prepared by cashier and transmits to department's accounting unit in secure money bag.

B. Supervision Received

The OT is under the general direction of the Supervisor I; however, direction and assignments may also come from the Assistant Executive Officer (AEO).

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The OT has daily contact with other Board staff, including the Executive Officer (EO) and AEO, general public, candidates, licensees, architectural organizations, and other state licensing boards answering inquiries; interpreting laws, regulations, policies and procedures; and providing information regarding examination and licensing issues. Contacts may be sensitive and technical in nature regarding Board and program-related issues and activities which includes interpreting laws, regulations, policies, and procedures.

F. Actions and Consequences

Failure to properly follow procedures and provide accurate information would seriously impact candidates and the Board's day-to-day operations and prevent the Board from meeting its mandate to protect the public. Failure to accurately interpret and provide information about the examination, licensure requirements, and processes in an effective and efficient manner could seriously impact examination and licensure candidates and their decisions regarding their licensure path and could impugn the Board's reputation.

Failure to properly follow security measures of candidate and licensee personal information could potentially cause a security breach which could result in a serious consequence to the public health and safety and jeopardize the integrity and security of the Board's programs.

G. Functional Requirements

The incumbent works 40 hours per week (Monday through Friday 8:00 a.m. to 5:00 p.m. excluding State holidays) in an office setting, with artificial lighting and temperature control. Daily access to and use of personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. The incumbent must be able to type at least 40 words per minute and to occasionally lift up to 25 lbs. (boxes, large file folders, etc.). The incumbent must be able to occasionally travel throughout an assigned geographical area by various methods of transportation.

H. Other Information

The OT routinely works with sensitive and confidential information and/or materials and is expected to maintain the privacy, confidentiality, and discretion due to the nature of the documents and topics pertaining to individuals or to sensitive program matters at all times. Incumbent must possess at a minimum, the following skills and abilities to support the achievement of the Board's goals and objectives and maintain good working relationships in a professional manner with staff, management, candidates, licensees, stakeholders, governmental agencies, and the public:

- excellent communication skills (written and verbal), reading comprehension, and interpersonal skills;
- good judgment in decision making;
- creativity and flexibility in problem identification and resolution;
- manage time and resources effectively;
- work cooperatively with others as a member of a team;
- responsive to management needs;
- maintain speed and accuracy in completing assignments;
- flexible with interruptions and changes in priorities relative to workload;
- computer and software program proficiency (Microsoft Office Suite); and
- maintain regular and consistent attendance.

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

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

Printed Name

Revised: 09/2026