

Department of Consumer Affairs

Position Duty Statement

HR-041 (7/2015)

Classification Title	Board/Bureau/Division
Office Technician (Typing)	Board of Psychology
Working Title	Office/Unit/Section / Geographic Location
Licensing Technician	Licensing Unit / Sacramento
Position Number	Effective Date
601-110-1139-007	

General Statement: Under the general direction of the Board of Psychology's (Board) Licensing Manager (Supervisor I) the Licensing Technician (Office Technician (Typing)) performs the most difficult clerical tasks for the Licensing Unit. The OT(T) performs at the advanced journey level, demonstrating a high degree of independence and initiative. Specific duties include, but are not limited to the following:

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

55% (E) Licensing and Registration Applications

Gather, retrieve, and organize application-related documents and existing files from the file room, the State archives, and the dedicated licensing unit email inbox; scan and save all application-related documents to the internal server and upload them to the appropriate files/transactions within the BreEZe system; print necessary documents. Prepare physical files for analysts and archives. (25%)

Receive mail relating to initial licensure and/or registration applications from Central Services Unit. Process licensure and registration applications received online and via mail and verify the required document for the application is received. Send acknowledgement of receipts for applications and/or deficiency notice if the required document is missing in the application packet. (10%)

Enter applicant information to the assignment spreadsheet and provide ongoing maintenance of the spreadsheet. Organize and categorize application assignment and include them in the appropriate queues in the BreEZe system. Enter applicant information and create appropriate transactions in the licensing BreEZe database as needed. (10%)

Process requests for registered psychological associate(s) in removing associated primary supervisor(s) and process requests by applicants for address change for all licensing and registration categories. Key the appropriate data into the BreEZe system. (5%)

Receive all returned mail for initial licensure and/or registration applications. Research and troubleshoot to determine why the mail was returned and determine an appropriate address to forward the mail. (5%)

30% (E) Public and Applicant Information

Represent the Board professionally and answer the main licensing phone line and provide general to detailed information to callers regarding the Board's licensing process and clarification of the laws and regulations governing the Board's licensing process and practice of

psychology; respond to applicants on application inquiries by accessing the BreEZe system and the Board's website. Screen and refer calls that require a licensing analyst. Retrieve voicemail messages from the main licensing telephone line and provide a timely response.

Maintain, distribute, and respond to correspondence received via the dedicated licensing email inbox. Research and independently respond to e-mails and telephone calls from the public and applicants concerning technical information regarding examinations, license status, application status, and procedures relating to the licensure process and the practice of psychology in a timely manner. Written responses may be made via template for which the incumbent must create and develop.

10% (E) Fingerprints

Work with the Licensing/BreEZe Coordinator to ensure the No Longer Interested (NLI) Interface is working properly and that the Board meets Department of Consumer Affairs (DCA) deadlines. Submit NLI forms to the Department of Justice or flags NLI records in the BreEZe system for all cancelled/terminated licenses and registrations as well as for all withdrawn psychologist license and psychological associate registration applications.

Process hard cards received from applicants; run and troubleshoot records on Unmatched Fingerprint Report on a weekly basis.

5% (M) Website Updates and Other Duties

Assist in maintaining forms and web content relating to applicants/licensees. Prepare and send written update requests to the Internet Team. Perform other duties as required.

B. Supervision Received

The OT(T) is under the general direction of the Licensing Manager (Supervisor I), but may also receive assignments and guidance from the Assistant Executive Officer (Supervisor II) and Executive Officer (EO).

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The OT(T) will have daily contact with the following individuals and entities answering difficult technical questions: staff, licensees, registrants, applicants, Board members, DCA staff, and the general public. The OT(T) is required to maintain a positive and professional working relationship with persons and entities regulated by the Board, Board staff, and DCA staff.

F. Actions and Consequences

Failure of the OT(T) to effectively perform their duties, may negatively impact the ability of the Board to perform its mission and statutory responsibilities. Failing to provide accurate and timely information regarding examinations, licensing, and enforcement, and/or failing to respond to requests for information in a timely manner may result in harm to patients and discredit to the Board.

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 are essential. The

incumbent spends approximately 75%-85% of the working day using a personal computer. The position requires bending and stooping to retrieve files, walking, and occasional light lifting, up to 25-40 pounds. Ability to professionally and courteously handle calls/correspondence from the public of varying tones and temperaments. Regular attendance and punctuality are an essential part of this job.

Typing Skills

The incumbent must be able to type at least 40 words per minute.

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 Board management needs. The incumbent must also use strong interpersonal skills to support the achievement of the goals and objectives of the EO and the Board and maintain good working relationships with staff and management.

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 with DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the incumbent 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 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: 08/19/2026