DUTY STATEMENT

Job Classification: STUDENT ASSISTANT
Position Number: 024-052-4870-905
Scheme and Class Codes: MF10; 4870
Reports To: Supervisor I, Enterprise Initiatives Section
FLSA Status: Non-Exempt
Divisions: Responsible Beverage Service Training Program (RBSTP)
Location: Sacramento
Prepared By/Date: Human Resources/March 2026

DEPARTMENT STATEMENT

The Department of Alcoholic Beverage Control (ABC) is committed to providing the highest level of service and public safety to the people of the State through licensing, education, and enforcement. ABC values diversity at all levels of the organization and is committed to fostering an environment in which employees are welcome and can thrive. Employees at ABC are required to provide exceptional customer service, maintain regular attendance, act with integrity, and be professional and responsive.

SUMMARY

Under close supervision of a Supervisor I and in accordance with established procedures incumbents will perform a limited range of duties relating to the Responsible Beverage Service Training Program (RBSTP) and ABC's Online Licensing Services centralized support system.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

%	Function	Description
50%	Customer Service	Operate as a customer service representative with the Responsible Beverage Service Training Program (RBSTP) and Online Licensing Services centralized support system. Be a point of contact for department stakeholders and members of the general public (customers). Answer inbound calls and customer inquiries in a timely manner with an emphasis on providing a positive customer service experience. Evaluate issues, problems, and complaints of the callers and provide proper solutions. Respond to the needs of customers and provide a personalized customer service experience. Evaluate and escalate calls and customer inquiries other team members/supervisory staff when needed. Make relevant notes from customer interactions/feedback and identify and document accordingly.
45%	Technical Assistance	Responsible for providing front line support of calls/requests for assistance, including initial response, triage, and technical assistance to users encountering access problems to the Department's online Responsible Beverage System (RBS) and Online Licensing Services portal. Identify and analyze any call center operational issues and suggest improvements. Analyze problem histories to identify repeat problems, patterns, and trends.

		Update availability on call center schedule. Participate in team meetings to improve processes, share information, and assist in developing procedures. Complete call logs and create and maintain detailed reports on customer related issues and problems. Identify patterns and tracking trends, including but not limited to popular questions, areas that need improvement, and RBS process clarification.
5%	Other	Process miscellaneous paperwork and other related duties as required.

Supervisory Responsibilities: This job has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essentials functions of this job. This position requires the incumbent to communicate effectively (orally and in writing, if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures regarding attendance, leave, and conduct. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

If the employee is working at an alternate work location during telework, they are required to maintain a safe working condition at the approved site, abide by the Departments Telework Policy and Ergonomic Policy, and agree to maintain a distraction-free remote work environment. Further, employees are required to be available through various forms of communication during work hours.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essentials functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk; reach with hands and arms climb or balance and stoop, kneel, crouch, or crawl. The employee may occasionally lift and/or move up to 20 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and ability to adjust focus.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

The essential and marginal job duties have been discussed with the employee and a copy has been provided to the employee.

SUPERVISOR *DATE*	*EMPLOYEE* *DATE*
PRINT NAME	*PRINT NAME*

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; and, shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; and, meets commitments.

Interpersonal - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; and, remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; and, participates in meetings.

Team Work - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed; and, recognizes accomplishments of other team members.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; and, able to read and interpret written information.

Quality Management - Looks for ways to improve and promote quality; and, demonstrates accuracy and thoroughness.

Cost Consciousness - Conserves organizational resources.

Diversity - Shows respect and sensitivity for cultural differences; and, promotes a harassment-free environment.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; and, upholds organizational values.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; and, supports affirmative action and respects diversity.

Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; and, able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; and, arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; and, completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; and, asks for and offers help when needed.

Innovation - Generates suggestions for improving work; and, presents ideas and information in a manner that gets others' attention.

Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; and, makes timely decisions.

Motivation - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; and, takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; and, develops realistic action plans.

Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; and, follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; and, monitors own work to ensure quality.

Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; and, works quickly.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Language Ability - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

Math Ability - Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability - Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills - To perform this job successfully, an individual should have extensive computer and IT related skills, knowledge of Microsoft Word processing software; Excel spreadsheet software; Microsoft Outlook; and ABIS database software.

KNOWLEDGE AND ABILITIES, ETC.

Ability to: This job requires specific knowledge of desktop operating systems, anti-virus detection and eradication software, Personal Computer (PC) and network printer communication, PC encryption and diagnostic software, office suites, wireless communication (iPhones), internet connectivity, and various Information Technology (IT) policies. The Service Desk provides service to customers that may require the Student Assistant maintain a work schedule/hours.

Perform work related to IT computers, mobile devices, computer software, including troubleshooting computer related problems, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance.

Certificates and Licenses: None.

Special Requirement:
Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

Special Personal Characteristics: A demonstrated interest in assuming increasing responsibility.

Additional Desirable Qualification: Education equivalent to completion of the twelfth grade.