

Department of Consumer Affairs

Position Duty Statement

HR-41a (new 7/2022)

Classification Title	Board/Bureau/Division
Program Technician II	Bureau of Security and Investigative Services
Working Title	Office/Unit/Section / Geographic Location
Licensing Technician	Licensing Unit/Sacramento
Position Number	Name and Effective Date
625-100-9928-016	

General Statement: Under the general supervision of the Supervising Program Technician (SPT III), the Program Technician II (PT) provides technical support to the Bureau's Licensing Unit by reviewing and processing incoming applications (initial and renewal) and provides BSIS customers with information associated with the licenses and permits that BSIS regulates. Duties include but are not limited to the following:

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

40% Licensing (E)

- Receive, sort, review and input initial and renewal application information into the Bureau's database, BreZE. Link license and registration clearances through the Department of Justice (DOJ) interface. Set application milestones for deficient applications. Generate a deficiency letter to mail to the applicant communicating deficient items and how to correct deficiencies in order to continue processing transaction for approval or denial. Submit completed applications to the Disciplinary Review Unit for those applicants with a criminal history background. (25%)
- Receive, sort, review and input licensee and applicant address changes; order duplicate licenses/permits; etc., using the BreZE database. (10%)
- Processes "Notice of Fingerprint Reject" notifications, which requires the PT to notify the applicant by mail that their fingerprints were not readable due to an identified reason by the Department of Justice's automated response system, and that fingerprints need to be re-submitted. (5%)

30% Mail (E)

- Receive, open, sort and date stamp all incoming mail and faxes for BSIS. This includes date stamping and forwarding mail to the appropriate BSIS Units. Bundles incoming mail and faxes for distribution to licensing staff.
- Scans incoming initial application(s) and renewal application(s) received for security guard, proprietary private security officer, alarm company employee, locksmith employee, and/or firearms permit bundles for distribution to licensing staff.
- Log and secure checks that come by courier prior to sending them to Central Cashiering.

20% Communication Assistance (E)

- Maintain knowledge of Bureau operations in order to provide public counter assistance to applicants, licensees, consumers, and members of the industries regulated by the Bureau and direct inquiries to appropriate staff. Knowledge of BreZE, the Bureau's Laws and Regulations, policies, and procedures are required to formulate accurate responses and provide correct information to questions received at the front counter.

- Responds to general application inquiries and application status checks submitted to the Bureau's general email account from applicants and licensees. Processes documentation submitted to the resubmit email account to correct application deficiencies. Ensures consistent responses to applicants and consumers.

10% Support Services (M)

- Other job-related duties as assigned.

B. Supervision Received

The PT II reports directly to and receives the majority of assignments from the SPTIII; however, direction and assignments may also come from managers, supervisors, or leads within BSIS.

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The PT II has frequent and occasional personal contact with clients outside BSIS and has continuous contact with all staff within BSIS.

F. Actions and Consequences

Failure to implement and maintain effective procedures and practices could result in the day-to-day operations of the office being disrupted, BSIS not effectively and efficiently serving their clients, and applicants inappropriately receiving licenses which could lead to discredit to the Bureau.

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. The position requires bending and stooping in order 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 and the information discussed. Incumbent works independently 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 a basic knowledge of Bureau laws, rules, regulations and policies related to the substantial relationship of criminal convictions and criteria for rehabilitation, as well as penal code and other criminal code violations.

Criminal Offender Record Information

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.

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: 7/2023