Department of Consumer Affairs
Position Duty Statement
HR-41 (Revised 7/2015)

Classification Title Office Assistant (Typing)	**Board/Bureau/Division** Contractors State License Board (CSLB or Board) / Enforcement Division
Working Title Office Assistant	**Office/Unit/Section/Geographic Location** Intake & Mediation Center / Norwalk
Position Number 622-315-1379-907	**Name and Effective Date**

General Statement: Under the close supervision of the Supervising Special Investigator I (SSI I) within the Intake & Mediation Center (IMC), the Office Assistant (Typing) [OA (T)] performs clerical support tasks necessary for the intake, documentation, and preparation of consumer complaints. The OA (T) assists by organizing complaint materials, preparing form correspondence, collecting documentation, updating complaint information in CSLB systems, and supporting routine communication with consumers and contractors. These duties help maintain timely complaint processing and support CSLB's consumer protection mandate. Specific duties include, but are not limited to the following:

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

65% (E) Complaint Intake and Case Preparation
Organize and prepare complaint files, including scanning, labeling, and uploading documents into CSLB systems. Verify completeness of complaint submissions and assist with requesting missing documentation from consumers or contractors. Log and track new complaints received and ensure case information is entered accurately. Prepare and assemble case packets for Analysts and for referrals to Investigative Centers (IC). **(45%)**

Prepare contact letters to consumers and contractors. Support IMC by responding to routine inquiries via phone or email regarding complaint status or documentation requirements. Route difficult or complex inquiries to higher level staff within IMC. Maintain logs related to outbound correspondence, follow-up requests, and applicable deadlines. **(20%)**

20% (E) Case Tracking and System Updates
Upload case information, contact notes, document, and case status updates into CSLB's complaint-tracking/handling systems. Assist IMC staff in generating summary information and data reports for workload management.

10% (E) Administrative Tasks
Assist IMC staff with mail intake, file organization, internal routing of documents, and general office support. Maintain organized file archives and storage areas following established retention guidelines.

5% (M) Special Projects
Perform special projects such as data clean-up, file audits, process-improvement efforts, and other tasks as assigned by management.

B. Supervision Received

The OA (T) is under the supervision of the SSI I but may receive assignments from the Supervising Special Investigator II.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has frequent contact with CSLB staff, consumers, contractors, Investigative Center staff, and other Enforcement Division units. Occasional communication with external stakeholders regarding documentation and complaint processing requirements.

F. Actions and Consequences

Inaccurate and untimely processing could jeopardize the health, safety, and general welfare of the public or jeopardize the livelihood of licensees.

G. Functional Requirements

No specific physical requirements are present: 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. The incumbent must be able to frequently remain in a stationary position, occasionally move about to and/or from workstation, and frequently position self to perform a variety of tasks including retrieval of files.

H. Other Information

The incumbent must maintain confidentiality, exercise discretion, communicate clearly, manage time effectively, and be responsive to IMC management needs.

Chapter 2, section 154.3 California Business Professions Code (a) pursuant to subdivision (u) of Section 11105 of the Penal Code, the department shall submit to the Department of Justice fingerprint images and related information required by the Department of Justice for an employee, prospective employee, contractor, subcontractor, or volunteer. The Department of Justice shall provide a state- or federal-level response pursuant to subdivision (p) of Section 11105 of the Penal Code.

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 with 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.)

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Employee Signature Date

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Employee's 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.

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Supervisor Signature Date

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Supervisor's Printed Name, Classification

New: 10.2026
Approved: 10/2026 HM