Department of Consumer Affairs
Position Duty Statement
HR-41a (new 7/15)

Classification Title Program Technician II	**Board/Bureau/Division** Board of Registered Nursing
Working Title Public Information Technician	**Office/Unit/Section / Geographic Location** Consumer Services Public Information Unit/ Public Information Unit Sacramento Office
Position Number 630-110-9928-055	**Name and Effective Date**

General Statement: Under the general supervision of the Supervising Program Technician II, (SPT II), the Program Technician II (PT II) independently handles the more difficult complaints and inquiries from the public, which require more detailed knowledge of all Board of Registered Nursing (Board) programs and operations. The PT II must interpret and apply detailed statutes, rules, regulations and policies in order to provide accurate responses to public inquiries. Duties include, but are not limited to, the following:

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

95% (E) Public Information Center

- Receive and respond to a variety of applicant, licensee and consumer inquiries/complaints most commonly by telephone and email, providing detailed, accurate information, which requires a working knowledge of complex Board statutes, regulations and policies. (40%)
- Verify current license status of registered nurses and advanced practitioners by determining whether disciplinary action has been taken or is pending and whether a license has been renewed to an active status based on the number of continuing education units completed. (20%)
- Verify application status (e.g., pending, eligible, course deficiency, pending enforcement file) for applicants; verify temporary licenses and interim permits for employers with proper identification. (15%)
- Update computerized BreEZe file with name and address changes. (10%)
- Process confirmation letters for employer verification which includes pertinent information pertaining to the active status of the registered nurse's license. (5%)
- Assist customers at the Board's public counter who have inquiries or problems related to license applications, renewals, examination, continuing education or other Board programs. (5%)

5% (M) Correspondence and Training and Meetings

- Process requests for inactive to active licenses ensuring that the registered nurse has successfully completed required continuing education hours from an approved provider, complied with the fingerprinting requirement, if necessary, and answered the conviction question.
- Update BreEZe and input appropriate codes to generate an active license.
- Provide guidance to new staff to develop skills to assist consumers effectively and tactfully, particularly in sensitive cases or when consumer is irate.
- Attend all required training and unit meetings.

B. Supervision Received
The PT II is under the general supervision of the SPT II.

C. Supervision Exercised
None

D. Administrative Responsibility
None

E. Personal Contacts
The PT II has daily contact with licensees, applicants, employers, consumers and the public who telephone the Board or come to the public counter regarding licensee/applicant issues. Daily contact with staff from board programs - Enforcement, Intervention, Licensing and Administration. Daily contact with the SPT II, Office Services Supervisor II (OSS II), the Licensing staff, and Admin Support staff for procedure changes and updates.

F. Actions and Consequences
Failure to be well informed about all Board programs and to be able to accurately assist the public/licensees could jeopardize the quality of registered nursing and prevent consumers from receiving qualified, competent health care. The PT II must be able to interpret and apply detailed statutes, rules, regulations and policies in order to provide accurate responses to public inquiries.

G. Functional Requirements
The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. The use of a personal computer, telephone, copier and fax machine is essential to the duties of this position. The position requires bending and stooping to retrieve files, sitting and standing consistent with office work, and light lifting of no more than 20 lbs.

H. Other Information
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.

- Strong communication skills.
- Dependability, flexibility, tact, professionalism and ability to work cooperatively.
- Excellent verbal communication skills, including ability to communicate effectively with applicants having English as a second language.
- Cultural sensitivity to work effectively with applicants from various countries.
- Ability to exhibit courteous behavior towards coworkers and the public at all times.
- Regular and consistent attendance is required.

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: 10/2026