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

Classification Title	**Board/Bureau/Division**
Office Technician (T)	Board of Registered Nursing
Working Title	**Office/Unit/Section/Geographic Location**
Enforcement Technician	Enforcement Division/Sacramento
Position Number	**Name and Effective Date**
630-110-1139-081	

General Statement: Under the general direction of the Supervisor I, the Office Technician (OT) provides clerical and technical support in the Enforcement Division at the Board of Registered Nursing (BRN). The OT is responsible for mailing certified documents, processing complaints, creating and maintaining files, maintaining database records, obtaining legal documents, processing mail and answering telephones. Duties include, but are not limited to, the following:

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

55% (E) Mail, Computer Tracking and Phones

- Types information into BreEZe and other computer databases and programs to maintain computerized systems to accurately track all information related to cases, such as, Deputy Attorney General assignments, hearing date requests, hearing dates set and/or continued, and probation compliance documents. (25%)

- Provides support to the Enforcement Analysts which includes but is not limited to ensuring online case tracking and licensing screens are promptly updated by typing information into BreEZe and other computer databases and programs to reflect any new action; types all information into the National Council of State Boards of Nursing (NURSYS) system for subsequent uploading to the Federal Healthcare Integrity and Protection Data Bank (HIPDB) and National Practitioner Data Bank (NPDB) in order to meet federal reporting requirements. (20%)

- Processes and tracks the mail in the Enforcement Division by typing information into BreEZe and other computer databases and programs in an efficient and timely manner; receives and handles sensitive and complex telephone calls from parties regarding the Enforcement process and refers more difficult questions/issues to the appropriate case analyst. (10%)

20% (E) Case Processing and Correspondence

- Drafts correspondence to various California jurisdictions requesting certified criminal arrest records and court documents related to criminal convictions for licensees. Attaches incoming documents to their corresponding complaint and submits them to the appropriate case analyst. (5%)

- Prepares cases for transmittal to the Office of Attorney General by photocopying appropriate evidentiary materials, researching licensing history via computer databases and microfiche records, typing license certifications and creating a case file if needed. Photocopies and sends Division of Investigation and BRN investigative reports via mail to expert witnesses for review. Processes and tracks payments to contracted expert witnesses. (5%)

- Prepares certified mail by typing mailing labels and information into various databases and programs for Accusations, Statement of Issues, Petitions to Revoke Probation, Citations, and adopted and effective decisions. Serves the documents to the respondent at all known addresses by First Class and certified mail. (5%)

- Conducts licensee history research to determine previous enforcement action and out of state discipline utilizing the NURSYS. Ensures all appropriate complaints are referred to the Diversion Program if drug or alcohol abuse is suspected. Retrieves prior complaints/files via the filing room or the State Records Center to include with new complaints to ensure a complete file is submitted to the appropriate case analyst. Creates and enters new complaint records into the BreEZe database system with information obtained from the Department of Justice's Criminal Offender Record Information (CORI) notifications or from registered nurse applicants who self-disclose prior discipline or criminal history. (5%)

10% (E) Management Support

- Types and tracks Enforcement Division response letters for controlled correspondence requests. (5%)

- Creates and maintains travel spreadsheets for Enforcement Division management who travel. Ensures receipts are organized and properly assembled for travel expense claims; types data into CalATERS system for travel payment processing; contacts Travel Claims with any questions or issues with travel payments; arranges travel for management and staff and processes travel expense claims. Plans and coordinates meetings between various agencies, for outreach and training with medical entities. Provides additional support, as required, on major work assignments with deadlines, including typing and photocopying. (5%)

10% (M) Handling and Maintenance of Enforcement Records

- Creates and maintains case files and handles all filing as needed for the Enforcement Division. (5%)

- Types responses to mail or electronic requests from prospective employers and the general public regarding requests for information. Sends copied or imaged information to the general public as requested; purges case files (revocations and license surrenders) in a manner that ensures confidentiality and meets statutory and record retention requirements. (5%)

5% (M) Meetings/Special Projects

- Attends staff meetings, participates in typing and distributing minutes, and participates in special projects as assigned. Prepares, copies and distributes documents for meetings or conferences as directed.

B. Supervision Received

The OT is supervised by the Supervisor I and may receive direction from the Deputy Chief (Supervisor II), Legal Support Analysts (Analyst II), Case Analysts (Analyst II), and Case Analysts (Analyst I)

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The OT has daily contact with Enforcement Division Managers, the Legal Support Analysts, Citation and Fine Analyst, Probation Monitor Analysts, and Disciplinary Case Analysts; frequent contact with public and occasional contact with other Enforcement Division staff, BRN staff, registered nurses, and out of state licensing boards or other licensing agencies within California.

F. Actions and Consequences

Failure to timely and properly prepare cases being transmitted to the Office of the Attorney General or certified mailings may result in prolonged case time lines, thus potentially impacting public safety.

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 incumbent must be certified in typing at least 40 words per minute. The position requires bending and stooping to retrieve files, sitting and standing consistent with office work, and occasional light lifting of no more than 20 lbs.

H. Other Information

- Strong computer and clerical skills
- Dependability, flexibility, tact, professionalism and ability to work cooperatively
- Strong organizational skills to meet changing priorities and ongoing deadlines with accuracy
- Excellent written and verbal communication skills and the ability to communicate effectively with distressed callers
- Ability to work independently with a high degree of initiative and good judgment
- Ability to exhibit courteous behavior towards coworkers and the public at all times
- Regular and consistent attendance is required

This is a CORI sensitive position. To perform the duties of this position, the OT must have fingerprint clearance.

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.

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: 10/2026