DUTY STATEMENT

Job Classification: Program Technician II
Position Number: 024-xxx-9928-xxx
Scheme and Class Codes: CZ82; 9928
Reports To: Supervising Program Technician I or II or Supervisor I or II
FLSA Status: Non-Exempt
Divisions: Northern/Southern
Location: Various
Prepared By/Date: Human Resources, December 2024

DEPARTMENT STATEMENT

ABC values diversity at all levels of the organization and is committed to fostering an environment in which employees from a variety of backgrounds, cultures, and personal experiences are welcomed and can thrive. ABC believes the diversity of our employees and their unique ideas inspire innovative solutions to further our mission. Join ABC and help us provide the highest level of service and public safety to the people of the State through licensing, education, and enforcement.

SUMMARY

Under general supervision, incumbents review and process applications for alcoholic beverage licenses and provide general licensing information to the general public, licensees, applicants, consultants, attorneys, members of the alcoholic beverage industry, and allied law enforcement agencies (e.g., city, county, state, and federal agencies). Incumbents learn and maintain knowledge of ABC laws, rules, and regulations to assist applicants with the licensing process.

%	ESSENTIAL DUTIES AND RESPONSIBILITIES
30%	Meet with applicants to collect and process all required initial licensing application documents and conduct and in-depth review for completeness, accuracy, and required signatures in compliance with ABC laws, rules and policies and procedures. Make copies of documents required for file. Input applications into departmental data base to ensure information is logged, accessible by others, and to allow for further processing. Calculate and collect application fees in accordance with departmental policies. Create posting notice and generate post application documents from departmental data base to provide to the applicants. Explain posting notices, notification requirements and fingerprint requirements to applicants. Create licensing file and forward to appropriate supervisor to assign to Licensing Representative. Mail various notifications and correspondence to local officials.
20%	Review and process catering or event authorization applications and daily license applications for completeness and accuracy in accordance with policies and procedures. Calculate and collect application fees in accordance with departmental policies. Contact applicant if additional information is required. Input application into departmental data base to maintain a record of transaction. Print necessary documents (i.e., receipt and/or daily license permit) from departmental data base. File application, copy of license, and any supporting documentation in file to maintain documents. Issue daily licenses and catering authorizations to applicant via email, mail or in person.

15%	Inform the public in person or via telephone or email of required application forms, documents, and fees needed for the type of license they are seeking. Provide instructions on application procedures and ABC forms. Provide and explain the pre-application package to applicants. Provide census tract data and crime statistic data to applicants and consultants. Answer and forward calls to staff members. Assist with answering questions regarding department online information and online services.
10%	Maintain knowledge of ABC Act, laws, rules and regulations, Industry Advisories, Staff Support Licensing Manual, data base manual, P & L manuals, general orders, and ABC internet to perform duties and answer questions via telephone, email, or in-person from the general public, licensees, applicants, consultants, attorneys, members of the alcoholic beverage industry, and allied law enforcement agencies regarding alcoholic beverage licensing requirements, processes, and procedures.
5%	Review status change list and pull file to ensure changes have been updated and filed accordingly. Prepare and process a variety of forms related to the licensing program and update the departmental data base accordingly.
5%	Receipt all incoming money in accordance with departmental policies. Reconcile checks and send cash transmittal report to accounting, on a daily basis. Process incoming and outgoing mail to properly distribute various materials to appropriate staff.
5%	As needed, print Criminal Identification and Information (CII) fingerprint results from Department of Justice (DOJ) system. Log date received into departmental data base and give to appropriate Licensing Representative. Print subsequent arrest notifications and determine if applicable to a current license by checking departmental data base. Notify DOJ when arrest notification is no longer needed. Destroy fingerprint result data upon issuance of license or withdrawal of application.
5%	Process applications and fees for annual Priority Licenses to ensure efficiency and compliance with departmental policies. Assist in preparing for the priority drawing. Create and maintain a list of priority applicants by rank. Distribute appropriate notification letters throughout the priority period as needed and ensure appropriate timeframes are met. Maintain and organize files for future reference and audit and retention purposes. Maintain and track inventory and supplies and equipment to ensure office has supplies and working equipment.
	MARGINAL DUTIES
5%	Attend meetings and training. Maintain and organize files for future reference and audit and retention purposes. Assist the enforcement division as needed.

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 essential functions of this job. The noise level in the work environment is usually moderate.

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 essential functions of this job.

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 and fingers to 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 must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Examples of physical demands include typing with both hands on a standard computer keyboard, using a standard computer monitor; answering telephones and taking notes; filing in 4 or 5-drawer filing cabinets, having to stoop or bend for the lower drawers or using a step stool for the higher drawers; and using both hands, wrists, and arms to maneuver files in tightly packed filing cabinets. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds, such as lifting 10-25 pounds of paper or file folders, etc.

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'S SIGNATURE DATE	EMPLOYEE'S SIGNATURE 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.

Teamwork - 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 equal employment opportunity 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 a 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 working knowledge of Microsoft Outlook, Word, Excel, PowerPoint, and departmental data base.

KNOWLEDGE AND ABILITIES, ETC.

Knowledge of: laws, rules, and regulations relative to alcoholic beverage licensing in the State of California; Business and Professions Code and/or other rules and regulations pertaining to hearing procedures; filing processes and procedures; and modern office methods, equipment, and procedures.

Ability to: perform clerical and technical work; work with others using courtesy and tact; take direction; read comprehensively; prepare routine correspondence and standardized reports; learn and apply laws, rules, regulations, procedures, and policies; communicate effectively; make appropriate recommendations; operate standard office equipment, including computers; give direction/instruction to others encountered in the work setting; perform basic mathematical calculations with speed and accuracy; and provide technical assistance to others.