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

Classification Title Program Technician III	**Board/Bureau/Division** Contractors State License Board (CSLB or Board) / Licensing & Examination Division
Working Title Licensing Technician	**Office/Unit/Section/Geographic Location** Supplemental Applications / Sacramento
Position Number 622-221-9929-028	**Name and Effective Date**

General Statement: Under the general direction of the Supervising Program Technician III (SPT III), the Program Technician III (PT III) acts in an expert capacity and is responsible for consultation in the most sensitive and complex contractors' supplemental applications processes. Incumbent is responsible for interpreting complex licensing statutes and regulations to determine if applicants meet mandated requirements for entrance into the trade and business law examination process or examination waiver process. The incumbent is expected to work with very little day-to-day supervision in an adaptive problem-solving environment and are involved in the development of major work processes. Duties include, but are not limited to, the following:

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

50% (E) Process Supplemental Applications

Process the most difficult and complex additional classification applications (adding a classification to existing license), replacing the qualifying individual applications (qualifier on a sole owner, partnership, corporate, or limited liability company [LLC] license, federally recognized tribes), issue new contractor licenses after examination process has been completed, if applicable, and when all issuance requirements have been received. Review and evaluate applicants' qualifications in accordance with established criteria, policies, procedures, and laws, such as the CSLB regulations and the Business and Professions Code. Review application, transcripts, degrees, and work experience certifications for completeness and accuracy, to ensure that the applicant has met the mandated qualifications necessary to obtain approval for participation in the CSLB examination or examination waiver process. Identify and assess the license's business structure based on the entity, such as sole ownership, corporation, partnership, or LLC as outlined in the CSLB license law. Ensure the appropriate qualifiers and associated licensing personnel conditions are met. Verify all corporations and LLCs against the Secretary of State's database system to validate status of corporations and LLCs and associated officers, managers, and members. Review the TEALE database system records and evaluate any possible association with a current or prior contractor license. Substantiate any current or prior judgments or enforcement issues associated with the applicant and/or licensee, such as citations, complaints, disciplinary matters, or suspensions. Consult with Case Management, in the CSLB Enforcement Division, for review and instructions on the appropriate action to be taken prior to continuing the application process, if necessary. Determine if additional pending applications are on file. **(30%)**

Identify specific issues or problems concerning the application and draft correspondence to the applicant rejecting the application and outlining necessary requirements and/or corrective action. Prepare sensitive correspondence in response to the most difficult and complex inquiries regarding the application process. **(15%)**

Verify active license is valid and has licensing requirements on file, such as a Certificate of Insurance, if the license has employees, or an Exemption from Workers' Compensation, if there are no employees, bonding documentation, live scan fingerprinting clearance, etc. prior to adding a classification or approving a new qualifier for a license. **(5%)**

35% (E) Process Returned Rejected Applications

Monitor rejected applications to ensure that responses are provided within the established 90-day period. Review corrections to rejected applications to determine if the applicant has completed the necessary information and provided items as detailed in the returned correspondence and to determine if it is now acceptable to continue the application process. Prepare additional correspondence and if application returned in response to your request for corrective action is still not acceptable, inform applicant that correction made is still unacceptable and identify the appropriate corrective action.

Enter updated application information, on pending record, into TEALE database and EDMS imaging systems, to ensure that correct information regarding the application processing is current and available to all Licensing, Enforcement, Information Center, and Testing staff. Approve and issue license, or update existing license, and update TEALE database and EDMS imaging systems when acceptable application process has been completed.

5% (E) Respond to Phone Calls and Front Counter Inquiries

Assist SPT II and other staff with difficult and complex telephone calls and Front Counter inquiries from the public, applicants, contractors, industry, and other government agencies. Prepare any documents associated with processed applications to be scanned and forward them to the EDMS imaging unit for processing.

5% (E) Reports and Special Projects

Compile weekly statistical reports consisting of types of applications received, processing timelines, backlog issues, etc. to provide the Registrar, Board members, licensees, and the public with the most current and accurate licensing information.

Create study groups, to identify and develop new processes, whenever there are statute or regulation changes which will affect the application process. Participate in work processing improvement task forces that identify work-related deficiencies and develop recommendations for improvement to Licensing management.

5% (M) Assist Other Staff/Units

Assist Application Exam Unit and Application Waiver Unit as needed due to backlog. Assist other units within the Licensing Division, if required.

B. <u>Supervision Received</u>

The PT III is under the general supervision of the SPT III.

C. <u>Supervision Exercised</u>

None

D. Administrative Responsibility

None

E. Personal Contacts

Incumbent must communicate daily with applicants, attorneys, license schools, surety companies, and other units, districts, and regions within CSLB. Communication is by telephone and in person, to explain statutes and regulations, as well as policies and procedures, how they apply to a specific application, regarding a rejection, or the status of an application.

F. Actions and Consequences

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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 incumbent must occasionally position self to perform a variety of tasks, including retrieval of files. The incumbent must occasionally move about to and/or from workstation. Ability to handle discourteous and offensive calls/correspondence from the public is essential.

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 with equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

The 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 CSLB management needs.

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Must have ability to accurately interpret and apply CSLB statutes, regulations, and policies; analyze and resolve problems; provide information regarding other units and aspects of CSLB; work effectively under pressure; communicate verbally and in writing; work independently in an adaptive problem-solving environment, evaluate situations accurately; take effective action; and use good judgment.

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

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.

Supervisor's Signature Date

Supervisor's Printed Name, Classification

Revised: 06/2026
Approved: 10/2026 HM

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5% (M) Assist Other Staff/Units

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B. <u>Supervision Received</u>

The PT III is under the general supervision of the SPT III.

C. <u>Supervision Exercised</u>

None

D. Administrative Responsibility

None

E. Personal Contacts

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G. Functional Requirements

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Employee Signature Date

Employee's Printed Name

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Supervisor's Signature Date

Supervisor's Printed Name, Classification

Revised: 06/2026
Approved: 10/2026 HM

Department of Consumer Affairs
Position Duty Statement
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B. <u>Supervision Received</u>

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C. <u>Supervision Exercised</u>

None

D. Administrative Responsibility

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Employee Signature Date

Employee's Printed Name

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Supervisor's Signature Date

Supervisor's Printed Name, Classification

Revised: 06/2026
Approved: 10/2026 HM

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

50% (E) Process Supplemental Applications

Process the most difficult and complex additional classification applications (adding a classification to existing license), replacing the qualifying individual applications (qualifier on a sole owner, partnership, corporate, or limited liability company [LLC] license, federally recognized tribes), issue new contractor licenses after examination process has been completed, if applicable, and when all issuance requirements have been received. Review and evaluate applicants' qualifications in accordance with established criteria, policies, procedures, and laws, such as the CSLB regulations and the Business and Professions Code. Review application, transcripts, degrees, and work experience certifications for completeness and accuracy, to ensure that the applicant has met the mandated qualifications necessary to obtain approval for participation in the CSLB examination or examination waiver process. Identify and assess the license's business structure based on the entity, such as sole ownership, corporation, partnership, or LLC as outlined in the CSLB license law. Ensure the appropriate qualifiers and associated licensing personnel conditions are met. Verify all corporations and LLCs against the Secretary of State's database system to validate status of corporations and LLCs and associated officers, managers, and members. Review the TEALE database system records and evaluate any possible association with a current or prior contractor license. Substantiate any current or prior judgments or enforcement issues associated with the applicant and/or licensee, such as citations, complaints, disciplinary matters, or suspensions. Consult with Case Management, in the CSLB Enforcement Division, for review and instructions on the appropriate action to be taken prior to continuing the application process, if necessary. Determine if additional pending applications are on file. **(30%)**

Identify specific issues or problems concerning the application and draft correspondence to the applicant rejecting the application and outlining necessary requirements and/or corrective action. Prepare sensitive correspondence in response to the most difficult and complex inquiries regarding the application process. **(15%)**

Verify active license is valid and has licensing requirements on file, such as a Certificate of Insurance, if the license has employees, or an Exemption from Workers' Compensation, if there are no employees, bonding documentation, live scan fingerprinting clearance, etc. prior to adding a classification or approving a new qualifier for a license. **(5%)**

35% (E) Process Returned Rejected Applications

Monitor rejected applications to ensure that responses are provided within the established 90-day period. Review corrections to rejected applications to determine if the applicant has completed the necessary information and provided items as detailed in the returned correspondence and to determine if it is now acceptable to continue the application process. Prepare additional correspondence and if application returned in response to your request for corrective action is still not acceptable, inform applicant that correction made is still unacceptable and identify the appropriate corrective action.

Enter updated application information, on pending record, into TEALE database and EDMS imaging systems, to ensure that correct information regarding the application processing is current and available to all Licensing, Enforcement, Information Center, and Testing staff. Approve and issue license, or update existing license, and update TEALE database and EDMS imaging systems when acceptable application process has been completed.

5% (E) Respond to Phone Calls and Front Counter Inquiries

Assist SPT II and other staff with difficult and complex telephone calls and Front Counter inquiries from the public, applicants, contractors, industry, and other government agencies. Prepare any documents associated with processed applications to be scanned and forward them to the EDMS imaging unit for processing.

5% (E) Reports and Special Projects

Compile weekly statistical reports consisting of types of applications received, processing timelines, backlog issues, etc. to provide the Registrar, Board members, licensees, and the public with the most current and accurate licensing information.

Create study groups, to identify and develop new processes, whenever there are statute or regulation changes which will affect the application process. Participate in work processing improvement task forces that identify work-related deficiencies and develop recommendations for improvement to Licensing management.

5% (M) Assist Other Staff/Units

Assist Application Exam Unit and Application Waiver Unit as needed due to backlog. Assist other units within the Licensing Division, if required.

B. <u>Supervision Received</u>

The PT III is under the general supervision of the SPT III.

C. <u>Supervision Exercised</u>

None

D. Administrative Responsibility

None

E. Personal Contacts

Incumbent must communicate daily with applicants, attorneys, license schools, surety companies, and other units, districts, and regions within CSLB. Communication is by telephone and in person, to explain statutes and regulations, as well as policies and procedures, how they apply to a specific application, regarding a rejection, or the status of an application.

F. Actions and Consequences

If an error is made by incumbent, the consequences could be crucial. An application could be accepted, and the applicant could be scheduled to participate in the required test or could even be issued a contractor license for which they are not qualified or entitled to. This action could result in harm to consumers throughout the State of California and would put the public at risk by hiring an unqualified contractor. This type of erroneous action is very difficult to correct and would require Enforcement action to resolve. Additionally, if an applicant is rejected, due to an error in processing, it could cause an unnecessary delay in participating in an examination and obtaining a license that may result in financial harm to the applicant.

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 incumbent must occasionally position self to perform a variety of tasks, including retrieval of files. The incumbent must occasionally move about to and/or from workstation. Ability to handle discourteous and offensive calls/correspondence from the public is essential.

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 with equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

The 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 CSLB management needs.

Incumbent must use in-depth program knowledge to determine application acceptability and appropriateness. Incumbent must possess knowledge of details regarding statutes, regulations, and policies that affect CSLB; general office supplies and equipment necessary to carry out job duties; business English; and general principles of correspondence preparation and proper telephone techniques. Incumbent acts as an expert resource on the application program and processing policies and procedures and is responsible for consultation with other staff members at all levels throughout CSLB, including Front Counter, Call Center, Enforcement, and Public Affairs staff.

Must have ability to accurately interpret and apply CSLB statutes, regulations, and policies; analyze and resolve problems; provide information regarding other units and aspects of CSLB; work effectively under pressure; communicate verbally and in writing; work independently in an adaptive problem-solving environment, evaluate situations accurately; take effective action; and use good judgment.

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

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.

Supervisor's Signature Date

Supervisor's Printed Name, Classification

Revised: 06/2026
Approved: 10/2026 HM

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

Classification Title Program Technician III	**Board/Bureau/Division** Contractors State License Board (CSLB or Board) / Licensing & Examination Division
Working Title Licensing Technician	**Office/Unit/Section/Geographic Location** Supplemental Applications / Sacramento
Position Number 622-221-9929-028	**Name and Effective Date**

General Statement: Under the general direction of the Supervising Program Technician III (SPT III), the Program Technician III (PT III) acts in an expert capacity and is responsible for consultation in the most sensitive and complex contractors' supplemental applications processes. Incumbent is responsible for interpreting complex licensing statutes and regulations to determine if applicants meet mandated requirements for entrance into the trade and business law examination process or examination waiver process. The incumbent is expected to work with very little day-to-day supervision in an adaptive problem-solving environment and are involved in the development of major work processes. Duties include, but are not limited to, the following:

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

50% (E) Process Supplemental Applications

Process the most difficult and complex additional classification applications (adding a classification to existing license), replacing the qualifying individual applications (qualifier on a sole owner, partnership, corporate, or limited liability company [LLC] license, federally recognized tribes), issue new contractor licenses after examination process has been completed, if applicable, and when all issuance requirements have been received. Review and evaluate applicants' qualifications in accordance with established criteria, policies, procedures, and laws, such as the CSLB regulations and the Business and Professions Code. Review application, transcripts, degrees, and work experience certifications for completeness and accuracy, to ensure that the applicant has met the mandated qualifications necessary to obtain approval for participation in the CSLB examination or examination waiver process. Identify and assess the license's business structure based on the entity, such as sole ownership, corporation, partnership, or LLC as outlined in the CSLB license law. Ensure the appropriate qualifiers and associated licensing personnel conditions are met. Verify all corporations and LLCs against the Secretary of State's database system to validate status of corporations and LLCs and associated officers, managers, and members. Review the TEALE database system records and evaluate any possible association with a current or prior contractor license. Substantiate any current or prior judgments or enforcement issues associated with the applicant and/or licensee, such as citations, complaints, disciplinary matters, or suspensions. Consult with Case Management, in the CSLB Enforcement Division, for review and instructions on the appropriate action to be taken prior to continuing the application process, if necessary. Determine if additional pending applications are on file. **(30%)**

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5% (E) Respond to Phone Calls and Front Counter Inquiries

Assist SPT II and other staff with difficult and complex telephone calls and Front Counter inquiries from the public, applicants, contractors, industry, and other government agencies. Prepare any documents associated with processed applications to be scanned and forward them to the EDMS imaging unit for processing.

5% (E) Reports and Special Projects

Compile weekly statistical reports consisting of types of applications received, processing timelines, backlog issues, etc. to provide the Registrar, Board members, licensees, and the public with the most current and accurate licensing information.

Create study groups, to identify and develop new processes, whenever there are statute or regulation changes which will affect the application process. Participate in work processing improvement task forces that identify work-related deficiencies and develop recommendations for improvement to Licensing management.

5% (M) Assist Other Staff/Units

Assist Application Exam Unit and Application Waiver Unit as needed due to backlog. Assist other units within the Licensing Division, if required.

B. <u>Supervision Received</u>

The PT III is under the general supervision of the SPT III.

C. <u>Supervision Exercised</u>

None

D. Administrative Responsibility

None

E. Personal Contacts

Incumbent must communicate daily with applicants, attorneys, license schools, surety companies, and other units, districts, and regions within CSLB. Communication is by telephone and in person, to explain statutes and regulations, as well as policies and procedures, how they apply to a specific application, regarding a rejection, or the status of an application.

F. Actions and Consequences

If an error is made by incumbent, the consequences could be crucial. An application could be accepted, and the applicant could be scheduled to participate in the required test or could even be issued a contractor license for which they are not qualified or entitled to. This action could result in harm to consumers throughout the State of California and would put the public at risk by hiring an unqualified contractor. This type of erroneous action is very difficult to correct and would require Enforcement action to resolve. Additionally, if an applicant is rejected, due to an error in processing, it could cause an unnecessary delay in participating in an examination and obtaining a license that may result in financial harm to the applicant.

G. Functional Requirements

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H. Other Information

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The 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 CSLB management needs.

Incumbent must use in-depth program knowledge to determine application acceptability and appropriateness. Incumbent must possess knowledge of details regarding statutes, regulations, and policies that affect CSLB; general office supplies and equipment necessary to carry out job duties; business English; and general principles of correspondence preparation and proper telephone techniques. Incumbent acts as an expert resource on the application program and processing policies and procedures and is responsible for consultation with other staff members at all levels throughout CSLB, including Front Counter, Call Center, Enforcement, and Public Affairs staff.

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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

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.

Supervisor's Signature Date

Supervisor's Printed Name, Classification

Revised: 06/2026
Approved: 10/2026 HM

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

Classification Title Program Technician III	**Board/Bureau/Division** Contractors State License Board (CSLB or Board) / Licensing & Examination Division
Working Title Licensing Technician	**Office/Unit/Section/Geographic Location** Supplemental Applications / Sacramento
Position Number 622-221-9929-028	**Name and Effective Date**

General Statement: Under the general direction of the Supervising Program Technician III (SPT III), the Program Technician III (PT III) acts in an expert capacity and is responsible for consultation in the most sensitive and complex contractors' supplemental applications processes. Incumbent is responsible for interpreting complex licensing statutes and regulations to determine if applicants meet mandated requirements for entrance into the trade and business law examination process or examination waiver process. The incumbent is expected to work with very little day-to-day supervision in an adaptive problem-solving environment and are involved in the development of major work processes. Duties include, but are not limited to, the following:

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

50% (E) Process Supplemental Applications

Process the most difficult and complex additional classification applications (adding a classification to existing license), replacing the qualifying individual applications (qualifier on a sole owner, partnership, corporate, or limited liability company [LLC] license, federally recognized tribes), issue new contractor licenses after examination process has been completed, if applicable, and when all issuance requirements have been received. Review and evaluate applicants' qualifications in accordance with established criteria, policies, procedures, and laws, such as the CSLB regulations and the Business and Professions Code. Review application, transcripts, degrees, and work experience certifications for completeness and accuracy, to ensure that the applicant has met the mandated qualifications necessary to obtain approval for participation in the CSLB examination or examination waiver process. Identify and assess the license's business structure based on the entity, such as sole ownership, corporation, partnership, or LLC as outlined in the CSLB license law. Ensure the appropriate qualifiers and associated licensing personnel conditions are met. Verify all corporations and LLCs against the Secretary of State's database system to validate status of corporations and LLCs and associated officers, managers, and members. Review the TEALE database system records and evaluate any possible association with a current or prior contractor license. Substantiate any current or prior judgments or enforcement issues associated with the applicant and/or licensee, such as citations, complaints, disciplinary matters, or suspensions. Consult with Case Management, in the CSLB Enforcement Division, for review and instructions on the appropriate action to be taken prior to continuing the application process, if necessary. Determine if additional pending applications are on file. **(30%)**

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5% (E) Reports and Special Projects

Compile weekly statistical reports consisting of types of applications received, processing timelines, backlog issues, etc. to provide the Registrar, Board members, licensees, and the public with the most current and accurate licensing information.

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5% (M) Assist Other Staff/Units

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B. <u>Supervision Received</u>

The PT III is under the general supervision of the SPT III.

C. <u>Supervision Exercised</u>

None

D. Administrative Responsibility

None

E. Personal Contacts

Incumbent must communicate daily with applicants, attorneys, license schools, surety companies, and other units, districts, and regions within CSLB. Communication is by telephone and in person, to explain statutes and regulations, as well as policies and procedures, how they apply to a specific application, regarding a rejection, or the status of an application.

F. Actions and Consequences

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G. Functional Requirements

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Employee Signature Date

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.

Supervisor's Signature Date

Supervisor's Printed Name, Classification

Revised: 06/2026
Approved: 10/2026 HM

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

Classification Title Program Technician III	**Board/Bureau/Division** Contractors State License Board (CSLB or Board) / Licensing & Examination Division
Working Title Licensing Technician	**Office/Unit/Section/Geographic Location** Supplemental Applications / Sacramento
Position Number 622-221-9929-028	**Name and Effective Date**

General Statement: Under the general direction of the Supervising Program Technician III (SPT III), the Program Technician III (PT III) acts in an expert capacity and is responsible for consultation in the most sensitive and complex contractors' supplemental applications processes. Incumbent is responsible for interpreting complex licensing statutes and regulations to determine if applicants meet mandated requirements for entrance into the trade and business law examination process or examination waiver process. The incumbent is expected to work with very little day-to-day supervision in an adaptive problem-solving environment and are involved in the development of major work processes. Duties include, but are not limited to, the following:

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C. <u>Supervision Exercised</u>

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Employee Signature Date

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.

Supervisor's Signature Date

Supervisor's Printed Name, Classification

Revised: 06/2026
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Department of Consumer Affairs
Position Duty Statement
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Working Title Licensing Technician	**Office/Unit/Section/Geographic Location** Supplemental Applications / Sacramento
Position Number 622-221-9929-028	**Name and Effective Date**

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

50% (E) Process Supplemental Applications

Process the most difficult and complex additional classification applications (adding a classification to existing license), replacing the qualifying individual applications (qualifier on a sole owner, partnership, corporate, or limited liability company [LLC] license, federally recognized tribes), issue new contractor licenses after examination process has been completed, if applicable, and when all issuance requirements have been received. Review and evaluate applicants' qualifications in accordance with established criteria, policies, procedures, and laws, such as the CSLB regulations and the Business and Professions Code. Review application, transcripts, degrees, and work experience certifications for completeness and accuracy, to ensure that the applicant has met the mandated qualifications necessary to obtain approval for participation in the CSLB examination or examination waiver process. Identify and assess the license's business structure based on the entity, such as sole ownership, corporation, partnership, or LLC as outlined in the CSLB license law. Ensure the appropriate qualifiers and associated licensing personnel conditions are met. Verify all corporations and LLCs against the Secretary of State's database system to validate status of corporations and LLCs and associated officers, managers, and members. Review the TEALE database system records and evaluate any possible association with a current or prior contractor license. Substantiate any current or prior judgments or enforcement issues associated with the applicant and/or licensee, such as citations, complaints, disciplinary matters, or suspensions. Consult with Case Management, in the CSLB Enforcement Division, for review and instructions on the appropriate action to be taken prior to continuing the application process, if necessary. Determine if additional pending applications are on file. **(30%)**

Identify specific issues or problems concerning the application and draft correspondence to the applicant rejecting the application and outlining necessary requirements and/or corrective action. Prepare sensitive correspondence in response to the most difficult and complex inquiries regarding the application process. **(15%)**

Verify active license is valid and has licensing requirements on file, such as a Certificate of Insurance, if the license has employees, or an Exemption from Workers' Compensation, if there are no employees, bonding documentation, live scan fingerprinting clearance, etc. prior to adding a classification or approving a new qualifier for a license. **(5%)**

35% (E) Process Returned Rejected Applications

Monitor rejected applications to ensure that responses are provided within the established 90-day period. Review corrections to rejected applications to determine if the applicant has completed the necessary information and provided items as detailed in the returned correspondence and to determine if it is now acceptable to continue the application process. Prepare additional correspondence and if application returned in response to your request for corrective action is still not acceptable, inform applicant that correction made is still unacceptable and identify the appropriate corrective action.

Enter updated application information, on pending record, into TEALE database and EDMS imaging systems, to ensure that correct information regarding the application processing is current and available to all Licensing, Enforcement, Information Center, and Testing staff. Approve and issue license, or update existing license, and update TEALE database and EDMS imaging systems when acceptable application process has been completed.

5% (E) Respond to Phone Calls and Front Counter Inquiries

Assist SPT II and other staff with difficult and complex telephone calls and Front Counter inquiries from the public, applicants, contractors, industry, and other government agencies. Prepare any documents associated with processed applications to be scanned and forward them to the EDMS imaging unit for processing.

5% (E) Reports and Special Projects

Compile weekly statistical reports consisting of types of applications received, processing timelines, backlog issues, etc. to provide the Registrar, Board members, licensees, and the public with the most current and accurate licensing information.

Create study groups, to identify and develop new processes, whenever there are statute or regulation changes which will affect the application process. Participate in work processing improvement task forces that identify work-related deficiencies and develop recommendations for improvement to Licensing management.

5% (M) Assist Other Staff/Units

Assist Application Exam Unit and Application Waiver Unit as needed due to backlog. Assist other units within the Licensing Division, if required.

B. <u>Supervision Received</u>

The PT III is under the general supervision of the SPT III.

C. <u>Supervision Exercised</u>

None

D. Administrative Responsibility

None

E. Personal Contacts

Incumbent must communicate daily with applicants, attorneys, license schools, surety companies, and other units, districts, and regions within CSLB. Communication is by telephone and in person, to explain statutes and regulations, as well as policies and procedures, how they apply to a specific application, regarding a rejection, or the status of an application.

F. Actions and Consequences

If an error is made by incumbent, the consequences could be crucial. An application could be accepted, and the applicant could be scheduled to participate in the required test or could even be issued a contractor license for which they are not qualified or entitled to. This action could result in harm to consumers throughout the State of California and would put the public at risk by hiring an unqualified contractor. This type of erroneous action is very difficult to correct and would require Enforcement action to resolve. Additionally, if an applicant is rejected, due to an error in processing, it could cause an unnecessary delay in participating in an examination and obtaining a license that may result in financial harm to the applicant.

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 incumbent must occasionally position self to perform a variety of tasks, including retrieval of files. The incumbent must occasionally move about to and/or from workstation. Ability to handle discourteous and offensive calls/correspondence from the public is essential.

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 with equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

The 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 CSLB management needs.

Incumbent must use in-depth program knowledge to determine application acceptability and appropriateness. Incumbent must possess knowledge of details regarding statutes, regulations, and policies that affect CSLB; general office supplies and equipment necessary to carry out job duties; business English; and general principles of correspondence preparation and proper telephone techniques. Incumbent acts as an expert resource on the application program and processing policies and procedures and is responsible for consultation with other staff members at all levels throughout CSLB, including Front Counter, Call Center, Enforcement, and Public Affairs staff.

Must have ability to accurately interpret and apply CSLB statutes, regulations, and policies; analyze and resolve problems; provide information regarding other units and aspects of CSLB; work effectively under pressure; communicate verbally and in writing; work independently in an adaptive problem-solving environment, evaluate situations accurately; take effective action; and use good judgment.

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

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.

Supervisor's Signature Date

Supervisor's Printed Name, Classification

Revised: 06/2026
Approved: 10/2026 HM