Classification Title Analyst I	**Board/Bureau/Division** Contractors State License Board (CSLB/ Board) Licensing Division
Working Title Analyst	**Office/Unit/Section/Geographic Location** Licensing Support Unit (LSU), Sacramento
Position Number 622-218-5157-003	**Name and Effective Date**

General Statement: Under the supervision of the Supervisor I (Sup I), the Analyst I performs less complex analytical program support functions for the Licensing Support Unit (LSU). The incumbent will serve as the subject matter expert in CSLB laws, rules, regulations, licensing classification structure, licensing application, maintenance, and transaction procedures, Blanket Performance and Payment Bond issuance and maintenance, reciprocity verification, and military expedite and benefit approval.

The incumbent provides written and oral translation of the English and Spanish language a minimum of 10% of the time while performing the Analyst I duties and responsibilities. Duties include, but are not limited to, the following:

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

30% (E) ANALYTICAL LICENSING SUPPORT

Respond to telephone, email, and mail inquiries from applicants, employers, Licensing Program staff, and other governing agencies regarding the statutes, regulations, policies, and procedures governing licensure. Direct incoming correspondence to the appropriate units based on the information requested. Answer correspondence from the general licensing email queue and emails resulting from the licensing workshop.

Analyze, review, and process specialized licensing documentation to ensure that appropriate classifications are issued according to the applicant's knowledge and experience. This may include assisting the licensing deputy and the Analyst II with review and analysis of plans, specifications, contracts, monetary value of jobs and work performed when verifying experience of an "Owner Builder" applicant to establish possible years of experience to qualify individuals for new licensure.

Assist the Analyst II with CSLB outreach programs. Update information for the Public Affairs Office (PAO) as well as participating in both off-site and online appearances and licensing workshops. Maintain and update PowerPoint presentations and licensing workshop scripts as needed due to changes in legislation or regulations. Assists the PAO subject matter expert and lead trainer for CSLB information Center staff on contractor's law, classifications, or any less complex and sensitive telephone inquiries.

Assists the Analyst II by performing detailed expert research of prior legal decisions, determinations and assembly bills as required by the Licensing Chief for Licensing Committees and Board meetings.

20% (E) RECIPROCITY VERIFICATION

Completes verification for reciprocity licensure of California licensees applying for licensure in another state and mails this information to licensees and state agencies. This will occasionally require manual research of hardcopy files and coordination with the testing department to determine if and when trade and law exams were passed.

15% (E) MILITARY APPLICATION ASSISTANCE PROGRAM

Review applications for military spouse waivers, military license portability, and military waiver of renewal fees for active-duty military personnel for approval status. Work with the Licensing Deputy regarding correspondence to the military veteran email portal. Review military license applications and military HIS registrations to determine if 50% reduction of the Initial License Fee (ILF) or registration fees should be refunded and, if so, initiates a refund or notifies licensing staff that a refund is due. Perform outreach to previously denied military expedite applicants to assist with their application processing. Maintain and updates military spreadsheet data. Compiles information for annual reporting to the Department of Consumer Affairs (DCA).

Review, research, analyze, and approve applications for expedited processing according to current legislative and regulatory guidelines (military expedites, asylum refugees).

15% (E) TRAINING

Coordinate with division managers for training and knowledge needs which includes preparing training materials for formalized training presentations and one-on-one instructions. Provide one-on-one training under the direction of the Analyst II.

Provide cross-training for the licensing applications, maintenance, and transactions units as needed for backlog situations. Provide new employee processing training for the maintenance and transactions units as needed.

Provide an overview of the licensing division to new licensing employees quarterly. Develop, update, and maintain content for the licensing division overview.

10% (E) PROCEDURES MANAGEMENT

Review licensing procedures to ensure accurate and efficient processing of applications and licensing transactions. Audit existing procedures, implement legislative or regulatory changes, and streamline and develop forms by writing and updating procedures. Facilitate CSLB's move to online transactions. Monitor upcoming legislation passed or being drafted and analyzes potential licensing department changes needed. Update procedures,

applications, and forms to support new legislation, and assists with training. Implement data collection and reporting.

5% (E) BLANKET PERFORMANCE AND PAYMENT BOND APPROVAL AND MAINTENANCE

Responds to requests for information to add a Blanket Performance and Payment Bond on a license including mailing Blanket Performance and Payment Bond applications and reviewing and evaluating submitted applications for approval.

Contacts Blanket Performance and Payment Bond holders at renewal time to obtain mandatory documentation required to maintain the bond. Continuously updates the Blanket Performance and Payment Bond spreadsheet data and provides monthly statistical information to the unit Analyst II.

5% (M) MISCELLANEOUS

Assists Analyst II with C-22 Asbestos Abatement licensing and application issues relating to asbestos abatement registration with the Division of Occupational Safety and Health (DOSH).

Works on special projects assigned by Sup I and performs other duties as required including, but not limited to, acting as backup for the Disciplinary Bond and Cash Deposit Unit Management Services Technician (MST).

B. Supervision Received

The Analyst I works under the supervision of the Sup I and may also receive supervision from the Chief of Licensing. The Analyst I works under the direction of the Analyst II for daily work assignments.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

Regular contact with licensure applicants, licensees, Senate and Legislative offices, other Board staff, the Department of Justice, public works agencies, other state agencies, county agencies, city agencies, and legislators, and daily contact with division management for assignment and direction.

F. Actions and Consequences

Critical to the operational effectiveness and efficiency of the Licensing Division. Failure to make appropriate/correct decisions regarding licensure can negatively affect the consumers as well as the public's health and safety.

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 are essential. In this setting, the incumbent must be able to frequently remain in a stationary position at a workstation

(50%), consistent with office work. The incumbent must occasionally position self and move about inside the office to access file cabinets and office machinery. Ability to handle discourteous and offensive calls/correspondence from the public is essential. The incumbent provides oral translation of the English and Spanish language a minimum of 10% of the time while performing the Analyst I duties and responsibilities.

H. Other Information

Incumbent must possess good communication skills, use good judgment in decision making, exercise creativity and flexibility in problem identification and resolution, and manage time and resources effectively. Incumbent 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.)

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Employee Signature Date

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Employee's Printed Name, Classification

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

Revised: 10.2024

Approved: 11.2024 CV