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

Classification Title Office Technician (Typing)	**Board/Bureau/Division** Contractors State License Board (CSLB or Board) / Enforcement Division
Working Title Clerical Technician	**Office/Unit /Section /Geographic Location** Investigative Center-North / Sacramento
Position Number 622-331-1139-012	**Name and Effective Date**

General Statement: Under the general direction of the Supervising Special Investigator I (Non-Peace Officer) [SSI I], the Office Technician (Typing) [OT] performs the most complex clerical tasks for the Enforcement Unit relative to consumer complaints. The incumbent performs at the advanced journey level, demonstrating a high degree of independence and initiative. Duties include, but are not limited to, the following:

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

45% (E) Complaint Processing

Process all complaint closures, which entails entering information, into the Teale Data System (TEALE) via computer, type violation warning letters and prepare transmittals to Case Management for legal actions; maintains file of calendared hearing dates and criminal court dates; maintains file on all licensee disciplinary actions and criminal complaints pending for the district office; prepares and transmits citation appeal packages to Case Management. (**30%**)

Process new complaint assignments for Special Investigators (SI) by typing the information into TEALE and delivering the case files to the assigned SIs. (**15%**)

20%(E) Investigation Support

Respond to requests from SIs and Supervisors for copying, mailing, or filing; processes Industry Expert inspection requests entering information into TEALE, filing in investigative files, and maintains a log of billing invoices; picks up unit mail from the mail room or post office each morning and delivers the mail throughout the unit; facilitates all parcel shipping; answers the unit telephone. Communicate with District Attorneys' offices throughout the state to track CSLB investigation referrals and updates TEALE accordingly. Assign fleet vehicles for field use daily using a spreadsheet.

10% (E) Office Support

Maintain files on agency-owned vehicles, including mileage logs and maintenance bills; coordinates agency-owned vehicle maintenance and repairs by personally driving vehicles to offsite maintenance and repair facilities; maintain an inventory of office supplies, forms, and order replacements, as needed; purge closed investigation files, following

retention time guidelines; compile the unit's monthly case closure reports, using a computer and forward statistical data to unit supervisor; update the Action Report in TEALE. Drive to Local Assistance Centers (LACs) and Disaster Recovery Centers (DRCs) as needed to support program operations; set up a CSLB table and assist with communications, pamphlets, and brochures.

10% (E) Arbitration and Suspect Identification

Prepare and generate arbitration forms, via computer, and mail them to the complainant and respondents. Upon receipt of completed forms, the incumbent encodes TEALE with the appropriate information and transmits arbitration case referrals to Mandatory Arbitration (MARB), Voluntary Arbitration (VARB) Case Management, and the appropriate arbitration program. Incumbent accesses DMV, Cal-Photo, CLETS, and ChoicePoint computer systems, to obtain information on suspects, then submits the information to the SI assigned to the case.

10% (E) Public Assistance and Employee Attendance

Explain CSLB laws, rules, regulations, and policies to the public, by telephone, through correspondence, and at the public counter; explain license classifications, license application process, bond requirements, and CSLB functions to the public, contractors, attorneys, legislators, and other state and local agencies (Deputy Attorney General and local District Attorneys); serve as backup support to other investigative centers as needed.

Serves as the unit Attendance Coordinator, which entails maintaining a spreadsheet of unit employees' monthly leave balances, tracking daily attendance, distributing copies of timesheets to staff, gathering timesheets at the end of every month, reviewing for errors, and maintaining a file containing copies of timesheets for all unit staff. Incumbent ensures leave credits are accounted for and reconciles leave credit discrepancies, by reviewing the Leave Activity & Balance (LAB) reports for all unit staff, prepares, processes, and submits Dock Reports, as needed, to the CSLB Headquarters Personnel Office in a timely manner.

5% (M) Correspondence

Develop and prepare correspondence intended for the general public, interagency communications, and district office memorandums using existing templates and by drafting original documents. Support other units in the performance of duties as assigned by Supervisor.

B. <u>Supervision Received</u>

The OT works under the general direction of the SSI I and occasionally receives direction from the Enforcement Division SSI II, the Deputy Chief of Enforcement Division, and/or the Chief of Enforcement Division.

C. <u>Supervision Exercised</u>

None

D. Administrative Responsibility

None

E. Personal Contacts

The OT has daily contact with CSLB employees, within the Investigative Center, as well as other CSLB employees throughout the state, the general public, consumers and contractors.

F. Actions and Consequences

Failure to timely and accurately process assignments, as requested, could result in problems with case closures and providing inaccurate information to consumers.

G. Functional Requirements

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, scanning equipment, reproduction equipment, and telephone is essential. The incumbent must be able to frequently remain in a stationary position, occasionally move about to and/or from workstation, frequently position self to perform a variety of tasks including retrieval of files and occasionally lifting and/or moving items weighing approximately 10-20 pounds. The incumbent is required to type a minimum of 40 words per minute. The incumbent may occasionally travel off-site for vehicle maintenance, US Post Office, other parcel delivery sites, and to the LAC/DRC.

H. Other Information

The incumbent must possess a valid driver's license, a good driving record, and is expected to drive vehicles safely. The incumbent shall participate in DMV's Employer Pull Notice Program (EPN), which is a process for providing the Department with a report showing the driver's current public record as recorded by the DMV, and any subsequent convictions, failures to appear, accidents, driver's license suspensions, driver's license revocations, or any other actions taken against the driving privilege or license, added to the driver's DMV record.

Chapter 2, section 154.3 California Business Professions Code (a) pursuant to subdivision (u) of Section 11105 of the Penal Code, the department shall submit to the Department of Justice fingerprint images and related information required by the Department of Justice for an employee, prospective employee, contractor, subcontractor, or volunteer. The Department of Justice shall provide a state- or federal-level response pursuant to subdivision (p) of Section 11105 of the Penal Code.

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.

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 Signature Date

Supervisor's Printed Name, Classification

Revised: 10/2026
Approved: 10/2026 HM