

## Department of Consumer Affairs

### Position Duty Statement

HR-041 (new 7/2015)

<b>Classification Title</b> Office Technician (Typing)	<b>Board/Bureau/Division</b> Contractors State License Board
<b>Working Title</b> Examination Administration Technician	<b>Office/Unit/Section / Geographic Location</b> Testing Division / Examination Administration / Sacramento
<b>Position Number</b> 622-433-1139-018	<b>Name and Effective Date</b>

**General Statement:** Under the direction of the Staff Services Manager I (SSM I), the Office Technician (OT) independently acts in the advanced journey level and has in-person and phone contact with the public. The Contractors State License Board (CSLB) Testing Division administers the examinations for applicants for licensure in the building trades. The examinations are computer-based using a Local Area Network (LAN) for eight Test Centers with daily testing. The OT works in the Sacramento Testing Division office providing support to CSLB's remote Test Centers and customer service to applicants for examination. This position requires the ability to meet set deadlines. Regular attendance and punctuality is required. This position requires occasional travel and working overtime. Duties include, but are not limited to:

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

- 30% (E) Examination Reschedules**  
Process requests from applicants to reschedule their examinations. Respond to requests by answering the call line, mail, fax, and email. Use the CSLB mainframe system to reschedule examinations in accordance with CSLB policies. Check the scheduling calendar for available dates, special testing requirements, etc. Update applicants' contact information such as addresses and telephone numbers. Confirm status of application and testing eligibility.
- 25% (E) Telephone Support**  
Provide excellent customer service when answering questions from applicants concerning their examinations, as well as inquiries about other CSLB functions that are received by telephone, through the CSLB call center, on the unit's public email, or through the CSLB's interactive voice response (IVR) mailbox.
- 15% (E) Testing Center and Headquarters Support**  
Assist test monitors and proctors in the CSLB's remote Test Centers with reporting computer problems, with applicant scheduling issues, and with resolving conflicting applicant data. Provide information to the public on CSLB policies and procedures. Track and process attendance reports for CSLB Testing and remote test center staff. Order office supplies for headquarters and Test Centers. Assist with Test Center schedules. Perform special projects as requested by management. Occasionally testify at formal misconduct hearings as required.
- 10% (E) Examination Administration**  
Work in the Sacramento Test Center (on-site) as needed. Duties in the Test Center include verifying the identification of each examination candidate and

assigning each candidate to a seat using CSLB's custom application. Monitor candidates during examinations to ensure that misconduct does not occur. Prepare written reports, documenting incidents of misconduct or other unusual occurrences in the Test Center. Occasionally travel to remote Test Centers to administer tests and/or receive training.

**10% (E) Translator Examinations**

Provide applicants with information regarding translator testing. Send translator forms and instructions to applicants who request them. Review translator applications to verify translator's eligibility. Make independent decisions to approve or deny applicants' translators in accordance with CSLB Testing Division policies. Schedule applicants for examinations on designated translator days at appropriate Test Centers. Enter information into the translator databases. Process translator documents and ensure that they are provided to the appropriate Test Center before the scheduled examinations.

**10% (M) Special Examinations**

Assist the EAU lead staff with Americans with Disabilities Act (ADA) candidates by arranging appropriate accommodations in the test centers. Collect incident reports for further investigation pertaining to misconduct cases.

**B. Supervision Received**

The incumbent is under the direction of the Staff Services Manager I (SSM I) of the Examination Administration Unit.

**C. Supervision Exercised**

None

**D. Administrative Responsibility**

None

**E. Personal Contacts**

The incumbent has daily telephone contact with applicants for licensure and with CSLB employees in various locations. The incumbent also has in-person contact with candidates for examination in CSLB's Test Center(s).

**F. Actions and Consequences**

All materials and applicant information handled by the OT is considered confidential. Failure to properly carry out the duties and responsibilities could result in the improper administration of exams and consequently, damage to consumers and discredit to the Board.

**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 and telephone is essential. Movement is consistent with office work and requires the incumbent to frequently remain in a stationary position. The incumbent must position self to perform a variety of tasks, including retrieval of files and occasionally moving items that weigh 10 to 25 pounds. Incumbent is required to type a minimum of 40 words per minute.

**H. Other Information**

This position requires confidentiality and discretion due to the sensitivity of the documents, database programs, testing materials and personal information handled. This position also requires occasional travel and overtime.

**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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Printed Name, Classification

**Approved by OHR (MC): 8/2019**