

**Department of Consumer Affairs**

Position Duty Statement

HR-041 (new 7/2015)

<b>Classification Title</b> Staff Services Analyst	<b>Board/Bureau/Division</b> Contractors State License Board (CSLB)/ Licensing Division
<b>Working Title</b> Records Analyst	<b>Office/Unit /Section/Geographic Location</b> Record Certification/Sacramento
<b>Position Number</b> 622-241-5157-001	<b>Name and Effective Date</b>

General Statement: Under the supervision of the Staff Services Manager I (SSMI), the Staff Services Analyst (SSA) performs analytical work of average difficulty related to the release of information to the public relating to the CSLB's Licensing and Enforcement programs. Duties include but are not limited to:

**A. ASSIGNMENTS (Essential (E) / Marginal (M) Functions)**

**40% (E)** Responsibilities include provides direction for the day to day duties of the Management Services Technicians (MST), by reviewing all Certified License Histories, Non-Licensee Certifications and Public Record Act (PRA) inquiries for accuracy. Inquiries for information may come from CSLB Enforcement, Attorneys General, the general public, Public Records Act requests, as well as Civil, Criminal, Small Claims, and Federal subpoenas. Ensure any documents provided to the public contain accurate information and are in compliance with the Public Records Act. Assist with training all new incoming MST's in preparing Certified License Histories and Non-Licensee Certifications and ensure all are knowledgeable in the Public Record Act laws and regulations.

Research, analyze, and resolve discrepancies contained in historical records of licensed contractors maintained by various methods within CSLB. Research compiled information in order to make determinations regarding what information can be legally released in accordance with the Public Records Act (PRA) and the Business and Professions Code (B&P). Prepare, verify, certify, and copy reports and other documents for use in administrative, civil, and criminal court actions. Independently consult with the Attorney General's Office, District Attorneys, private attorneys, CSLB management and staff, and others regarding the laws, rules, and policies relating to the CSLB's Licensing and Enforcement programs and the release of information to the public.

**30% (E)** Analyze and respond to subpoenas and other legal documents submitted by the Attorney General's Office, District Attorneys and private attorneys pursuant to applicable laws. Produce records and documents complying with legal statutes and provide statutes that justify withholding personal or confidential information when necessary. Frequently consult with the Attorney General's Office, District Attorneys and private attorneys to meet the compliance dates of subpoenas. Gather necessary information for testifying in court hearings in compliance with subpoenas. Research and analyze enforcement files, such as complaints, citations, arbitration, and case files to determine whether the release of

documents is appropriate and in compliance with the applicable laws, rules and regulations. In some cases, testify in courts throughout the State of California to validate documents and attest to CSLB laws, regulations, and policies.

**20% (E)** Respond to consumer service requests for licensee records in person, on the phone, and in writing. Provide and gather information, discuss the release of information and the procedures required to obtain information, with attorneys, government agencies, and the general public. Balance the competing interests of privacy protection for licensees under the Information Practices Act, with the public's right to access government information under the California Public Records Act.

**10% (M)** Use various software applications for logging assignments and statistics. Deliver and retrieve multiple files/legal binders, etc. Compile, analyze, and prepare Record Certification Unit weekly and monthly statistics to be reviewed by CSLB's Executive Office.

**B. Supervision Received**

The SSA is under the supervision of the Staff Services Manager I.

**C. Supervision Exercised**

None

**D. Administrative Responsibility**

None

**E. Personal Contacts**

Has regular contact with the Attorney General's Office, District Attorneys, Private Attorneys, contractors, CSLB staff, and the general public.

**F. Actions and Consequences**

Information compiled must be accurate and in compliance with laws and regulations. Inaccurate decisions could have legal ramifications and directly affect the outcome of a court case or enforcement action.

**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. Sitting and standing requirements are consistent with office work. Some statewide travel is required.

**H. Other Information**

The incumbent must be proficient in all CSLB licensing-related computer programs and Microsoft Office programs. Must be a technical expert in CSLB laws and public records and privacy laws and be able to work independently. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation.

**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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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.**

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Supervisor Signature

Date

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Printed Name

**Revised: 9.6.19**

**Approved: CM 9.10.19**