

<b>Classification Title</b> Program Representative II (Specialist)	<b>Board/Bureau/Division</b> Bureau of Automotive Repair (BAR)
<b>Working Title</b> Training and Development Specialist	<b>Office/Unit/Section / Geographic Location</b> Forensic Documentation Program / Technical Training North / Sacramento
<b>Position Number</b> 646-170-6823-012	<b>Name and Effective Date</b>

**General Statement:** Under the general supervision of the Program Representative (PR) III (Supervisor), the Program Representative II provides statewide training to the Department of Consumer Affairs' (DCA) boards and bureaus on the administration and enforcement of laws and regulations pertaining to the Automotive Repair Act and Smog Check Program and acts as a lead and technical resource person. Duties include, but are not limited, to the following:

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

**55% Conduct Training (E)**

Provide instruction and BAR specific training classes using a knowledge of automobile mechanics and pollution control systems to keep Division staff informed and updated regarding automotive repair and smog check technology, evidence gathering techniques, court testimony, and policies and procedures in order to ensure the enforcement of laws and regulations pertaining to the Automotive Repair Act and the mandatory Vehicle Inspection and Maintenance Program. Training classes include, but are not limited to, new employee training, technical automotive specialty courses, and smog update training. (30%)

Conduct training to other boards and bureaus within the DCA on investigative techniques, report writing, complaint mediation and teamwork skills. (15%)

Set up training rooms, vehicles, and assemblies for hands-on lab exercises on a daily basis in order to create a learning environment focused on advanced levels of specialized training curriculums. (10%)

**35% Develop Training and Materials (E)**

Develop curriculum, create, and assemble manuals for training courses provided to BAR staff within the DCA.

Gather information from various programs and technical sources to stay current and provide up-to-date training to attendees ensuring the consumer's rights are protected and the laws and regulations of the Automotive Repair Act and Smog Check Program are followed.

Prepare documented vehicles and assemblies for hands-on lab exercises.

**5% Technical Resource for BAR Program Staff (E)**

Serve as a lead technical resource person for field representatives and lab representatives regarding policies and procedures, laws, automotive technology and investigative techniques.

**5% Communicate with Outside Vendors and Other Agencies (M)**

Develop and maintain partnerships with outside vendors and other governmental programs. Consult with vendors and programs to share information and gain knowledge of technical subjects and training techniques that may be considered for implementation. Coordinate other training related activities as required.

B. Supervision Received

The incumbent is under the general supervision from the PR III (Supervisor).

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has frequent contact with departmental employees at various levels regarding training.

F. Actions and Consequences

There are high consequences to the Department if errors are committed; potential negative impact to consumers and the loss of integrity to the Department when laws are interpreted incorrectly. Incorrect interpretation of laws leads to misinformation distributed during training, consequently impeding BAR's ability to meet its mission, vision, and goals of consumer protection.

G. Functional Requirements

Specific physical requirements are present: the incumbent works 40 hours per week in various locations throughout the state in office, lab, outdoor and training room settings, with and without artificial light and temperature control. Daily access to and use of a personal computer, multimedia presentation equipment and telephone are essential. Sitting, standing, and occasional driving are functional requirements of the job. Providing lengthy presentations in front of groups of people and providing hands-on instruction in a lab environment are required.

H. Other Information

The incumbent is expected to travel when necessary to conduct training. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation. The incumbent must possess good communication skills. This position 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 sensitive investigative matters at all times. Incumbent must possess a valid California Driver License, a Class B commercial vehicle operator's license in order to drive the Forensic Documentation Program's transporters, and a good driving record. Must be able to travel throughout California. Must submit to random drug testing for controlled substances and alcohol as required by State and Federal drug and alcohol testing regulations. Required knowledge of: Provisions of the Automotive Repair Act and the Vehicle Inspection and Maintenance Program; industry standards for diagnosis and repair of automobiles; tools, equipment, and methods used in the repair, adjustment, and servicing of automobiles and automotive pollution control systems; in-depth knowledge of vehicle documentation. Required ability to interpret current manufacturer's specifications; analyze cause of equipment failure or excessive wear; determine the necessity for replacing as opposed to repairing equipment; act as an expert witness; establish and maintain cooperative relationships with law enforcement agencies; interpret and apply regulations and provide technical information in a meaningful manner to persons of varying backgrounds in the course of the work; write letters

and prepare declarations; lead a technical team or quality improvement team and contribute suggestions for process improvement; perform the more difficult and complex vehicle documentations; demonstrate ability to work as a member of a team, flexibility, open-mindedness, and tact when dealing with team members; willingly follow supervisors directions; demonstrate professional grooming and dress habits appropriate for representing the State of California with the public and industry. Proficiency in the use of Excel and Word is required.

Incompatible work activity: This position is subject to the Incompatible Work Activity (IWA) Policy of the Department of Consumer Affairs. If hired, the candidate would be subject to the IWA policy, and the candidate's participation and/or ownership related to an Automotive Repair Dealer and possession of any Bureau of Automotive Repair license must be disclosed and determined not to pose a conflict prior to employment.

**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: 11/2023**