

Department of Consumer Affairs

Position Duty Statement

HR-041a (new 09/2019)

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Classification Title	Board/Bureau/Division
Program Representative II	Bureau of Automotive Repair
Working Title	Office/Unit/Section/Geographic Location
RA Technical Unit Lead	Consumer Assistance Program / Technical Services Unit/ Repair Assistance & Quality Control/ Rancho Cordova
Position Number	Name and Effective Date
646-200-6823-XXX	

General Statement: Under the direction of the Program Representative III (PR III) (Supervisor), the Program Representative II (PR II) will serve as the lead in ensuring that all statutes, regulations, and policies for the Smog Check Program, Consumer Assistance Program (CAP), and BAR Industry Help Desk are appropriately applied. Duties included, but are not limited to the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]

40% (E) Program Auditing and Evaluation

Act as the lead and provide technical support and training to PRIs responsible for reviewing repairs and station billing invoices related to CAP approved vehicles, as well as those conducting on-site audits of stations and repaired vehicles. Dispatch repair notifications and invoices to PRIs for review. Oversee the identification of possible fraud and abuse practices and recommend covert and overt investigations. Oversee the review of station records and automated system reports to identify statistical trends/patterns of potential fraud and abuse and make appropriate referrals to Enforcement Division. (20%)

Visit selected Smog Test-and-Repair (STAR) stations to verify compliance with the CAP standard agreement and RA operations manual. Review station records. Compare CAP invoices with non-CAP invoices to ensure that the fees charged to the state do not exceed the usual and customary prices charged by that station. Evaluate the need to train smog repair technicians and service writers in CAP processes. Conduct training as appropriate. Contact selected CAP consumers to arrange vehicle-repair-verification inspections. Inspect easily visible portions of these repaired vehicles to verify that invoiced parts were installed. Dispatch field assignments to PRIs (10%)

Identify and document repair assistance benefits. Identify improvements to the repair approval process to streamline operations. Conduct studies on the Repair Assistance (RA) program, prepare reports, and make recommendations on repair trends and station abuses. Prepare and maintain the RA operation manual for participating stations. (5%)

Recommend remedial training to CAP repair stations and technicians when appropriate. Oversee the monitoring of repair and invoice billing problems from RA stations. Make recommendations on disciplinary action including termination of repair assistance contracts. (5%)

25% (E) Consumer and Station Assistance

Act as lead and provide support to PRI's responding to consumer/station questions and complaints regarding CAP RA Services.

Respond to and assist consumers with the most complex inquiries and complaints regarding the services allowed under CAP and services provided by contracted RA stations or Referee Contractor.

Advise stations on CAP policies, procedures, and operations. Provide technical advice and assistance to CAP stations consistent with laws, regulations and policies and procedures.

Provide instructions and information to active and prospective CAP Stations and technicians, consumer groups, and industry groups. Represent CAP at outreach events. Identify areas requiring additional CAP stations and dispatch recruitment assignments.

20% (E) BAR Industry and Help Desk Duties

Act as lead and provide technical support and training to PR Is responding to telephone and email requests from Smog Check stations requesting assistance with the new CAL/VIS software, registering the Data Acquisition Device (DAD), and adding/removing station owner and technicians into CAL/VIS. Respond to the more complex requests related to the STAR Program.

Handle the more complex BAR Industry Help Desk requests for assistance and update PRIs on the resolutions to issues that arise.

Attend meetings and provide input on the BAR Industry Help Desk to the CAP Program Managers, PR III (Sup), BAR Engineering Branch and BAR Technical Service Branch

5% (E) Vehicle Retirement (VR) Program Dismantler Audits

Conduct field inspections and audits at contracted dismantler sites statewide in accordance with the direction provided by the VR Technical Unit supervisor. Ensure dismantler sites adhere to CAP VR contract procedures and guidelines; verify that CAP vehicles are purchased and crushed per CAP contract requirements. Review dismantler site records and conduct visual inspections/verifications of dismantler yard activities.

5% (E) Regulations/Legislation

Recommend policies and procedures to ensure compliance with statutory and regulatory provisions of RA program. Analyze proposed legislation.

5% (M) Research and Administrative Support

Assist BAR's Engineering unit with Smog check related research projects and assist CAP with various administrative duties on an as needed.

B. SUPERVISION RECEIVED

The incumbent works under the general supervision of the PR III, however, may also receive direction from the Program Managers I and II.

C. SUPERVISION EXERCISED

None

D. ADMINISTRATIVE RESPONSIBILITY

This position is involved in administrative tasks to develop and monitor program goals and objectives and makes recommendations to management.

E. Personal Contacts

The incumbent has daily contact with all levels of Departmental employees, representatives from other State agencies, contracted RA stations, and consumers to ensure that all statutes, regulations, and policies for the Smog Check Program and CAP are appropriately applied.

F. Actions and Consequences

Failure to provide technical assistance to management and respond to the most complex technical issues identified by stations, consumers and RA Staff could result in program disruption, consumer harm, and/or the Smog Check and/or CAP failing to meet its goals and mandates. Failure to accurately and adequately represent the program in the planning, developing and implementing tools to prevent program fraud and abuse could result in inappropriate expenditures of state subsidy funds. Failure to provide technical assistance to the Program Representatives working on the BAR Industry Help Desk would have a negative impact on the STAR Programs.

G. Functional Requirements

The incumbent works 40 hours a week. Daily access to and use of a personal computer and telephone is essential. Stationary position requirements in the office are consistent with office work. In addition, the incumbent will spend approximately 20% of their time per week in the field, which includes remaining in a stationary position, driving and ambulating. In a normal work shift, an incumbent will frequently be required to use hand manipulations and body movements. Using a state vehicle, the incumbent travels to various STAR stations, and dismantler sites. Occasionally, an incumbent will be required to maneuver around, underneath and/or over obstacles in the process of investigations.

Environmental Conditions:

The incumbent will work both indoors and outdoors, depending on the situation he/she is involved in at any given time. While indoors, the temperature and humidity is reasonably controlled, but while outdoors, the incumbent is exposed to climatic conditions. While driving, the incumbent may be exposed to dust and fumes. There is a reasonable expectation of contact with potentially hazardous materials or chemicals.

H. Other Information

The incumbent must have knowledge 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. The incumbent must have good judgment, interpersonal and communication skills, maturity when interacting with consumers, tact and diplomacy, and problem-solving skills. The incumbent must

have the ability to work under changing priorities and deadlines, the ability to look and act in a professional manner and communicate effectively. Knowledge and proficiency in the use of Microsoft Word is required. Knowledge and proficiency in the use of Excel is desired. The possession of a valid driver's license and good driving record are required. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation. Occasional overnight travel may be required.

This position is subject to the incompatible Work Activity (IWA) Policy of the Department of Consumer Affairs. Unless previously disclosed and resolved, any participation and or ownership related to an Automotive Repair Dealer, and possession of any Bureau of Automotive Repair license, must be disclosed and resolved pursuant to the IWA policy.

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.)

Employee Signature

Date

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.

Supervisor Signature

Date

Printed Name, Classification

Revised: 5/2024