

Department of Consumer Affairs
 Position Duty Statement
 HR-041 (new 09/19)

Classification Title Program Technician II	Board/Bureau/Division Contractors State License Board/Licensing Division (CSLB/Board)
Working Title Licensing Technician	Office/Unit/Section/Geographic Location Bonds/Workers' Compensation Unit Sacramento
Position Number 622-231-9928-018	Name & Effective Date

General Statement: Under the general supervision of the Supervising Program Technician II (SPT II), the Program Technician II (PT II) provides staff and support work necessary for the processing of documents required to ensure proper maintenance of a license including workers' compensation and/or bonds in the Licensing Division of the CSLB. This is the journey level for this series, and the PT II performs the more difficult program specialist work associated with the Bonds and Workers' Compensation unit. Duties include, but are not limited, to the following:

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

30% (E) Review and Processing

Reviews and processes bonds and workers' compensation documents. Processes the more complex and difficult detailed technical forms and/or applications to verify that the applicant meets the requirements set forth in the applicable laws. Conducts in-depth reviews of documents submitted to determine if they are acceptable. Research problem areas and takes appropriate action.

30% (E) Data Correction

Returns the application with a letter of explanation if unacceptable, updates information on the pending computer record. Corrects past errors on the license record. Enters submitted requests on the computer using Teale, Microsoft Word, Outlook, and Imaging Workflow Automated System (IWAS). Makes telephone calls if necessary to request information and/or corrections.

20% (E) Respond to Inquiries

Answers detailed, technical inquiries concerning the status of a bond or workers' compensation document or transaction request by telephone, in person and in writing. Inquiries may be made by licensees, the general public, governmental agencies, other CSLB employees. Inquiries range from very general questions to very specific and/or difficult and complex.

15% (E) Generate Correction Letters

Generates rejection letters to licensees due to errors or the failure to meet the necessary requirements for the application or requested change. Prepares correspondence in response to inquiries regarding the status of documents, or the requirements for making a change to the license record.

5% (M) Cross Training

Receives cross training, attends training classes, or assists other units in the Licensing Division as needed.

B. Supervision Received

The PT II reports directly to and receives the majority of assignments from the SPT II; however, direction and assignments may also come from the SPT II over License Modification/Renewals Unit, and/or the Staff Services Manager I (Licensing Manager) over the Bonds/Workers' Compensation Unit; License Modification/Renewals Unit; and Judgments Unit.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has regular daily contact with:

1. Peers and direct supervisor daily, dealing with routine processing of bonds and worker's compensation insurance information.
2. Other CSLB employees and supervisors throughout the CSLB's Licensing and Enforcement Division daily, regarding more complex or sensitive cases.
3. General public, licensees, insurance, and bond companies daily with routine information.
4. CSLB management on an infrequent basis, on the most sensitive or complex issues relating to contractors licensing laws and regulations.

F. Actions and Consequences

The PT II enters technical information into the TEALE and IWAS systems. The PT II renders technical information and resolves problems arising with the public, contractors, applicants, and other personnel, based on interpretation of the CSLB laws, regulations and policies. Decisions made must be thoroughly researched and accurate. Inaccurate decisions can result in unqualified individuals being licensed which could jeopardize the health, safety, and general welfare of the public, or jeopardize the livelihood of applicants by denying licensure without just cause. Also, the information given, and decisions made directly affect the accuracy of information provided in other units, such as the Call Center, Front Counter, and Enforcement. If the information entered into the TEALE or IWAS system is inaccurate, missing information or the wrong decision is made, this would be critical to other units such as Applications, Enforcement, Judgments, License Modification, Renewals, Bonds and Workers' Compensation Units.

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. Consistently practice excellent customer service skills using good judgment in decision making and exercising creativity and flexibility in problem identification and resolution. The incumbent must occasionally move about to and/or from workstation.

H. Other Information

Uses the TEALE and IWAS systems Microsoft Word, Outlook, and the Internet proficiently, in order to access information and to communicate with other CSLB staff. The PT II may be required to work in other areas in the Licensing Division, in order to assist during times of high peak workload, or at times when there is a shortage of staff. Regular attendance and punctuality are essential. The schedule is Monday through Friday from 8:00 a.m. – 5:00 p.m.

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 you are unsure of your need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety Analyst.)

Employee Signature Date

Employee 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 Printed Name

Revised: 10/2023
Approved: 05/2024 HM