

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 9/2019)

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Classification Title	Board/Bureau/Division
Program Technician II (PT II)	Bureau of Automotive Repair (BAR)
Working Title	Office/Unit/Section / Geographic Location
Application Processor	Consumer Assistance Program/Application Processing Unit/Application Processing, Deficiency, and Re-Evaluation Unit/Rancho Cordova
Position Number	Name and Effective Date
646-300-9928-003	

General Statement: Under the general supervision of the Supervising Program Technician III (SPT III), the incumbent works in the Application Processing, Deficiency and Re-evaluation Unit and is responsible for completing the review, processing and evaluation of applications submitted by consumers interested in participating in the Consumer Assistance Program (CAP). Duties include, but are not limited to, the following:

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

70% (E) Program and Application Evaluation

Enter application data in the CAP database. Review, process and evaluate applicant data in conjunction with complex Department of Motor Vehicle (DMV) registration status codes and Smog Check histories associated with the applicant's vehicle. Review additional documentation submitted with application. Enter data from additional documentation into CAP database to verify eligibility and to generate CAP.Net comment(s). (40%)

Evaluate application data to determine applicant's eligibility based on interpretation of applicable laws, rules, regulations, policies, procedures; Add comments in CAP's database to assist other CAP staff and respond to various inquiries regarding the status of consumer applications and/or determinations. Print or send determination letters to print queue. Process applications and documents submitted for re-evaluation; generate subsequent correspondence and/or reprinting letters to consumers regarding the status of their application. Determinations consist of approvals, denials, or deficiencies. (20%)

Assist in the development of procedures and guidelines for management approval. Recommend application processing improvements. (10%)

25% (E) Correspondence/Complaint Mediation

Act as back-up to the Phone Information Center and Front Counter by answering consumer calls. performing full front counter tasks as operational needs demand. Educate the public on CAP laws, rules regulations, and policies as they pertain specifically to the Repair Assistance (RA) and Vehicle Retirement (VR) options. Provide detailed information to consumers in general and/or relating to their CAP application(s) via phone and in person at the front counter

Follow the department's guidelines for maintaining the security and confidentiality of all personal information.

5% (M) Miscellaneous

Perform other support duties, as needed, in the Repair Assistance and Vehicle Retirement Technical units with the Program Support division. Attend training sessions and meetings as required.

B. Supervision Received:

The incumbent works under the general supervision of the SPT III, however, direction or assignments may also come from the Staff Services Manager I as well as other supervisors and managers withing CAP.

C. Supervision Exercised:

None

D. Administrative Responsibility:

None

E. Personal Contacts:

The PT II has daily routine contact with BAR staff, all levels of departmental employees, government agencies, the public and members of the industry.

F. Actions and Consequences:

Failure to provide accurate information could affect CAP's productivity and employee morale and negatively affect the volume of consumers assisted. If the public were to provide unfavorable feedback about CAP to their legislators, the resulting consequences could be extremely negative to the department. Failure to exercise good judgment could adversely affect BAR's ability to improve air quality, which is the purpose of CAP.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting with artificial light and temperature control. Work hours are Monday to Friday, 8 a.m. to 5 p.m. Daily access to and use of a personal computer, telephone, fax, copier, and other office equipment is required. Sitting and standing requirements are consistent with office work.

H. Other Information:

The incumbent must have the ability and initiative to work independently and seek out answers to questions; work under pressure; assess situations quickly and accurately; communicate information effectively; deal tactfully with the public; and organize and prioritize workload. Detailed knowledge of the Consumer Assistance Program is important for successful job performance.

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

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

Printed Name

Revised: 5/2024

Approved: 6/2024 HM

