

**Department of Consumer Affairs**

Position Duty Statement

HR-041

<b>Classification Title</b>	<b>Board/Bureau/Division</b>
Staff Services Analyst	Contractors State License Board (CSLB or Board)
<b>Working Title</b>	<b>Office/Unit/Section / Geographic Location</b>
Program Analyst	Licensing Division/Judgements Unit/Sacramento
<b>Position Number</b>	<b>Name and Effective Date</b>
622-217-5157-001	

**General Statement:** Under supervision of the Staff Services Manager I (SSM I), and in a learning and training capacity, the Staff Services Analyst (SSA) will perform the less complex and technical assignments within the scope of program evaluation and planning within the Licensing Division. The incumbent consults with management staff, and others regarding the laws, regulations and policies relating to the Licensing Program. Regular attendance and punctuality are an essential part of this job. Duties will include, but are not limited to, the following:

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

**70% Program Information (E)**

Perform technical duties and provide analytical assistance to the Licensing Division's management team. Conduct or review analytical studies or surveys, assist in formulating procedures, policies and program alternatives for the Licensing Division. Assist Manager with process improvement projects. Meet with Manager and offer recommendations on a broad spectrum of administrative and program related problems. (40%)

Provide follow-up on projects and programs as delegated by management. Assist with workload assigned to support and analytical staff by the SSM I. Attend meetings within CSLB that require less complex, detailed analysis of problems. Attend trainings and/or seminars pertaining to process improvements and assisting with procedure development. At the direction of the SSM I, research complex calls received by the Board and offer recommendations or provide alternatives to the SSM I. (30%)

**30% Judgment Analysis (E)**

Review and analyze legal documents which have been filed with the Federal Bankruptcy, Municipal, and Superior Courts, including but not limited to; complaints, cross-complaints, judgments, appeals, and accords, to determine whether they comply with the specific requirements set forth in the applicable laws, such as the Business and Professions Code, Government Code, etc. Analyze the supporting documents received to determine if there is sufficient information pursuant to the statute to establish that the judgment was related to the qualifications, functions, or duties of the license held or being applied for. (20%)

Receive and respond to oral and written arguments submitted by respondents and/or attorneys. Review and interpret various Government Code sections. Gather factual

information and perform legal research to assist in determining appropriate action. Examine the results of the research and propose solutions to the problems being researched. Prepare responses to written and verbal inquiries from judgment creditors, attorneys, licensees, applicants, and consumers regarding procedures relative to meeting the requirements of the appropriate legal code. (10%)

**B. Supervision Received**

Under supervision of the SSM I.

**C. Supervision Exercised**

None.

**D. Administrative Responsibility**

None.

**E. Personal Contacts**

The incumbent will have daily contact with all levels of CSLB staff, Department of Consumer Affairs Administrative staff, licensees, applicants, licensing schools, attorneys, courts, judges, and other State agencies.

**F. Actions and Consequences**

SSA will perform the duties in a learning and training capacity that require the use of analytical knowledge, skills and abilities under supervision. Failure to properly manage the workload could result in application backlogs which could impact the license applicant's ability to seek employment, adding to the underground economy, which would impact consumers who hire unlicensed contractors, and bring discredit to the Board.

**G. Functional Requirements**

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control, and with daily access to and use of a personal computer and telephone, and related office equipment. Sitting and standing requirements are consistent with general office work. The incumbent must occasionally position self to perform a variety of tasks. Regular attendance and punctuality are an essential part of this job. The ability to tactfully handle communications of various tones and temperaments from the public is essential.

**H. Other Information**

The incumbent must reason logically, creatively, and utilize a wide variety of analytical skills to resolve less complex business-related issues and problems. The incumbent must be able to develop and evaluate alternatives, research and present ideas and information effectively, both orally and in writing. Consult with and advise interested parties on licensing processing laws, regulations, processes, and procedures, and must gain the confidence and achieve the cooperation of those contacted. The incumbent must effectively set priorities to achieve daily responsibilities and be prepared to work on other projects at any given time.

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.)

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Employee Signature

Date

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Employee's 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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Supervisor's Printed Name

**Revised: 8/2024**

**Approved: 09/2024**