

Department of Consumer Affairs

Position Duty Statement

HR-041 (Revised 9/2019)

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Classification Title Program Technician III	Board/Bureau/Division Contractors State License Board (CSLB or Board)
Working Title Licensing Technician	Office/Unit/Section/Geographic Location Licensing Division & Examination Division/ Applications Unit/Sacramento
Position Number 622-221-9929-015	Name and Effective Date

General Statement: Under the general direction of the Supervising Program Technician III (SPT III), and working at the super-journey level, the Program Technician III (PT III) is responsible for processing contractors' license applications, interpreting the most complex licensing statutes and regulations. The incumbent is expected to determine if applicants meet mandated requirements for entrance into the examination process or the examination waiver process. The incumbent is expected to work independently, with very little day-to-day supervision, in an adaptive problem-solving environment. The duties to be performed include, but are not limited to, the following:

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

50% Process Applications (E)

Review and evaluate applicants' qualifications by interpreting complex licensing statutes in accordance with established criteria, policies, procedures, and laws, such as the CSLB regulations and the Business and Professions Code and make an independent determination on eligibility. This includes but is not limited to statutes and regulations associated with establishing or altering a license (e.g., replacing qualifiers) for sole owner, corporation, limited liability company, or partnership entities incumbents will also need to understand the distinction between these entities; requirements for registering home improvement salespersons (HIS); requirements for proper filing and records with the California Secretary of State; requirements for proper identification and disclosure of officers, responsible managing employees, responsible managing officers, members and managers, and other personnel on the application; and adding a classification to a license. Incumbents must also be able to thoroughly review and check for completeness and consistency of applications, transcripts, degrees, work certifications, project lists, and other related supplemental material applicants may provide (e.g., contracts, job receipts, affidavits of certifiers). Incumbents must access the TEALE and IWAS database systems to research existing submittals and all prior associated submittals from former applications of entities and/or individuals; confirm no enforcement, judgement or other "hold" exists on entities or individuals associated with the application and if it does to coordinate with the appropriate enforcement or licensing staff to resolve the matter.

Ability to review to ensure all issuing requirements are met prior to issuing a license.
(30%)

Identify specific issues or problems concerning the most complex applications, interpret the issues, and determine a solution. Draft correspondence to the applicant when additional information is needed to complete the application and outline necessary requirements and/or a corrective action. Prepare sensitive correspondence in response to the most difficult and complex inquiries regarding the application process. Perform a follow-up review upon receipt of a satisfactory application to determine if the appropriate corrections have been made. Input the information into the TEALE database and ensure the applicant is scheduled for an examination date, proceeds to issuance, or any additional necessary processing is performed. Update the TEALE database and IWAS imaging systems, as appropriate. **(20%)**

35% Process Returned Rejected Applications (E)

Monitor rejected applications to ensure that responses are provided within the 90-day established time period. Review corrections to previously rejected applications to determine if the applicant has completed the necessary information and provided other items as detailed in the returned correspondence and to determine if it is now acceptable to continue the application process. **(20%)**

Prepare additional correspondence if an application is returned but corrections made are still unacceptable. Inform the applicant of the reason the application is being returned to them again, and identify the appropriate corrective action required. Enter application information into TEALE database and IWAS imaging system to ensure the most up-to-date pending application information is available to CSLB internal clients and applicant. **(15%)**

5% Respond to Phone Calls and Front Counter Inquiries (E)

Assist supervisor and staff, acting as an expert staff resource, with difficult and complex telephone calls and Front Counter inquiries from the public, applicants, contractors, industry, and other government agencies. Prepare any documents associated with processed applications to be scanned and take to the IWAS imaging unit for processing.

5% Reports and Special Projects (E)

Compile weekly statistical reports consisting of types of applications received, processing timelines, backlog issues etc., to provide the Registrar, Board members, licensees, and the public with the most current and accurate Licensing information. Form study groups to identify and develop new processes whenever there are statute or regulation changes which will affect the application process. Participate in work processing improvement task forces that identify work-related deficiencies and develop recommendations for improvement to Licensing management.

5% Assist Other Staff/Units (M)

Assist other Application Units, as needed due to backlog. Assist other units, acting as an expert staff resource within the Licensing Division if required.

B. Supervision Received

Supervision is provided under the general direction of the unit SPT III and Staff Services Manager I.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

Incumbent must communicate daily with applicants, attorneys, license schools, surety companies, CSLB staff in other units, districts, and regions within CSLB, by telephone and in person.

F. Actions and Consequences

If an error is made by the incumbent, the consequences could be crucial. An application could be accepted, and the applicant could be issued a contractor license for which he/she is not qualified or entitled to. This action could result in harm to consumers throughout the State of California and put the public at risk by hiring an unqualified contractor. Additionally, if an application is rejected due to an error in processing, it could cause an unnecessary delay in obtaining a license that may result in financial harm to the applicant.

G. Functional Requirements

The incumbent works in an office setting with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Movement is consistent with office work and requires the incumbent to frequently remain in a stationary position and occasionally move about to and/or from workstation. The incumbent must occasionally position self to perform a variety of tasks, including retrieval of files and moving approximately 10-15 pounds.

I. Other Information

Incumbent must possess good communication skills, use good judgment in independent decision-making and problem solving, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to CSLB management needs.

Incumbent must use in-depth program knowledge to make complex determinations on application acceptability and appropriateness. Incumbent must possess knowledge of details regarding statutes, regulations, and policies that affect CSLB and general principles of correspondence preparation and proper telephone etiquette.

Must have ability to accurately interpret and apply CSLB statutes, regulations, and policies; analyze and resolve problems; work effectively with pressing deadlines; communicate verbally and in writing; work independently in an adaptive problem-solving environment; evaluate situations accurately; take effective action; and use good judgment.

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 a reasonable accommodation is necessary, discuss your concerns with the hiring manager/supervisor. If unsure of the need for reasonable accommodation, inform the hiring manager/supervisor, who will discuss your concerns with the Health and 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

Supervisor's Printed Name, Classification

Approved: 10/2024 HM