

**State of California**  
**Business, Consumer Services and Housing Agency**  
**California Department of Housing and Community Development**  
**DUTY STATEMENT**

**Division:** Codes and Standards  
**Unit:** Registration and Titling  
**Position Number:** 401-857-9929-XXX (PS 1772)  
**Classification:** **Program Technician III**  
**Working Title:** **District Office Program Technician III**  
**HQ Location:** San Luis Obispo District Office (SLO DO)  
**Incumbent:** Vacant  
**Effective Date:** TBD

**Department Statement:** You are a valued member of the Department's team. You are expected to work cooperatively with team members and others to enable the Department to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your efforts to maintain regular attendance and treat others fairly, honestly, and with respect are critical to the success of the Department's mission.

**Job Summary:** Under the general direction of the Staff Services Manager I (SSM I), the Program Technician III (PT III) incumbent works in the San Luis Obispo District Office (SLO DO) and independently performs the most complex and technical functions associated with the processing of registration and titling applications. Also provides technical assistance to other District Office team members and support to Staff Services Manager I. The incumbent represents the Department in direct contact with the general public, owners, dealers, financial institutions and other representatives of the mobilehome industry. Working hours are Monday-Friday, 8 AM to 5 PM.

**% of Time      Essential Functions:**

40%      Communicate and correspond with the public and members of the mobilehome industry at the public counter, by telephone and/or via written correspondence to provide full service to register and obtain title(s) for mobilehomes, commercial modulars, truck campers, and floating homes. Review applications and correspondence to determine necessary action; independently review and resolve difficult mobilehome registration and titling application issues; interpret and explain registration and titling provisions to applicants; furnish and explain the use of forms, documents and applications for transfer; assess collecting fees or penalties in accordance with provisions of the Revenue and Taxation Code; provide title searches and uses tax evaluations; and process complaints on non-receipt of registration indicia, certificates and/or titles and prepare response letters

30%      Utilize the Codes and Standards Automated System 2.0 (CASAS) to maintain data on applications and transactions. Enter and retrieve data from registration and titling applications in CASAS in accordance with established procedures; request issuance of Department documents from CASAS; review and verify

updated information keyed into CASAS; and interpret and apply procedures established for the use of CASAS. Report any technical issues to CASAS Services team.

15% Accept money for applications and transactions, requiring cashiering, consolidation, verification of entries, refund money, approve refunds, correct or change payments and handle dishonored checks.

10% Research a variety of sensitive and complex issues pertaining to the R&T and contacts the public in person, by telephone, and in writing, explaining provisions of law, administrative policies and regulations. Open, date stamp and sort daily work. Review documents and secure application fees to record in CASAS. Make necessary shipments of work to other R&T offices.

**% of Time      Marginal Functions:**

5% Provide forms and information for Occupational Licensing (OL) purposes to dealers and salespersons, monitor tests, and collect and cashier OL fees.

Assist the Manager/Supervisor in providing training and information meetings and seminars to industry, the public, and other government agencies, explain laws, regulations or Department procedures used in Registration and Titling Program.

Other duties as assigned.

**Special Requirements:** (Define all that apply)

**Travel:** Up to 5% statewide travel may be required.

**Supervision Exercised:** None

**Conflict of Interest (COI):** Form 700 reporting required

**Background Check:** The position requires a DOJ/FBI Live Scan approval as a condition of employment.

**Bilingual, specify language:** None

**License/Certification:** None

**Medical Clearance:** None

**Other, please specify:** None

**Physical Requirements:** The position requires the ability to sit, stand, read, communicate, and work on a computer for extended periods of time.

**Working Conditions (In Office):** The incumbent works in an office setting that is air conditioned, with a cubicle, or office with natural and artificial lighting.

**Working Conditions (Telework):** The incumbent is required to maintain safe working conditions at the approved alternate work location and abide by the Departments Ergonomic Program guidelines and agrees to maintain a distraction-free remote work environment.

**Administrative Responsibility:** The incumbent advises Executive leadership on both specific and general policy issues affecting Departmental programs and will support the Department's capacity to obtain funds to manage programs in support of the Department's mission and policies.

**Personal Contacts:** The incumbent will serve as the main contact between the assigned Codes and Standards Division activities and a wide variety of external and internal stakeholders.

**Consequence of Error:** This position has responsibility to help ensure that the principles and practices of the Division are carried out and implemented in accordance with the Department's mission, policies, and procedures, as well as federal, state, and local laws. Lack of knowledge, inaccurate work, misunderstanding, poor judgement, or inadequate analyses could result in misleading information being provided to the Department, state and local agencies or create misleading perceptions.

**Diversity, Equity, and Inclusion:** All employees at HCD are expected to uphold the values of diversity, equity, and inclusion (DEI), which includes being committed to fostering an environment in which employees from a variety of backgrounds, cultures, and personal experiences feel welcomed and can thrive. Staff are expected to be respectful of differences, treat others with respect, encourage others to participate, foster innovations, and stay committed to all DEI efforts in the workplace.

**Equal Employment Opportunity:** All HCD employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they come in contact with during work hours, during work-related activities, and anytime they represent the Department. Additionally, all HCD employees are responsible for promoting a safe and secure work environment, free from discrimination, harassment, inappropriate conduct, or retaliation.

*I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)*

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

*I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.*

Supervisor Name: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

\*Please return the signed original duty statement to the Human Resources Branch to be filed in the Official Personnel File.

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**Working Title:** **District Office Program Technician III – *Spanish bilingual***  
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**Job Summary:** Under the general direction of the Staff Services Manager I (SSM I), the Program Technician III (PT III) incumbent works in the San Luis Obispo District Office (SLO DO) and independently performs the most complex and technical functions associated with the processing of registration and titling applications in Spanish and English. Also provides technical assistance to other District Office team members and support to Staff Services Manager I. The incumbent represents the Department in direct contact with the general public, owners, dealers, financial institutions, and other representatives of the mobilehome industry. Working hours are Monday-Friday, 8 AM to 5 PM.

<b>% of Time</b>	<b>Essential Functions:</b>
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**Medical Clearance:** None

**Other, please specify:** None

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