

Department of Consumer Affairs

Position Duty Statement

HR-041 (R. 7/2015)

Classification Title	Board/Bureau/Division
Management Services Technician	Board of Behavioral Sciences
Working Title	Office/Unit/Section / Geographic Location
Exam Technician	Examination Unit / Sacramento
Position Number	Name and Effective Date
633-110-5278-009	

Under the supervision of the Staff Services Manager I (SSMI), the Management Services Technician (MST) is responsible for determining the technical and analytical work associated with the evaluation of testing accommodation applications. Specific duties include, but are not limited to the following:

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

70% Testing Accommodation Evaluator (E)

Independently evaluate and approve examination candidate testing accommodation applications for compliance with the guidelines of Title II of the Americans with Disability Act to determine if testing accommodation requirements have been met. Analyzes the validity of the supporting medical documentation and verifies the medical professional license. Determine if the accommodation requested is appropriate for the candidate's needs and consults with the medical professional in regards to the accommodation requested. Communicate with candidates in writing or via telephone to assist with questions in regards to the status of their accommodation request, the breakdown of the accommodation process, examination requirements and completion of appropriate forms. (40%)

Prepare written correspondence to examination candidates requesting additional documentation and/or information regarding testing accommodation; notify candidate of testing accommodation approval and the specific accommodation granted; submit accommodation request to the examination vendor and testing facility. Review and evaluate special accommodation candidate applications to retake the examination; identifies any new changes to existing accommodation or confirms existing accommodations are sufficient. Update the candidate record in the BreEZe database with the testing accommodation outcome. (20%)

Investigate and resolve special accommodation candidate's complaints/concerns regarding testing facility's failure to provide the testing accommodation; confirm correct accommodations were communicated to the testing vendor; contact the Department of Consumer Affairs (DCA) Professional Examination Services to determine what occurred at the testing facility; work with the candidate to reschedule the exam. Upload data to the testing vendor; troubleshoot data transfer problems with examination vendor liaison. (10%)

30% Examination Administration and Support (E)

Generate a monthly testing accommodation report and statistics and provides the Examination Analyst the reports to include in monthly examination report submitted to the Executive Officer and Examination Manager. Retain and track weekly pass/fail rates

for all exams administered including the identification of those records for destruction or storage in accordance with the Board's record retention schedule. (15%)

Review and approve each examination testing vendor invoice for payment; identify, investigate, and resolve discrepancies regarding the fee for a candidate's examination, such as accommodation fee charged to a candidate without an accommodation; works with the examination vendor to resolve the discrepancy. (10%)

Assist examination analyst in hand-scoring the examination, when a hand-score request is received from the examination candidate. (5%)

B. Supervision Received

The MST reports directly to and receives the majority of assignments from the SSMI; however, directions and assignments may also come from the Executive Officer or the Assistant Executive Officer.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

On a daily basis, the MST interacts over the telephone and by e-mail with the public, applicants, medical professionals, employers or supervisors, attorneys, out-of-state licensing boards, professional organizations, and other governmental agencies, Board staff and management.

F. Actions and Consequences

Failure to implement and maintain effective procedures and practices could result in the day to-day operations of the office being disrupted and the Board of Behavioral Sciences inability to fulfill its mission-critical activities related to the regulation of this profession for the protection of the consumer public.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. The incumbent may spend 75%-85% of the working day using a personal computer. The position requires bending and stooping to retrieve files, walking, and occasional light lifting, up to 20-25 pounds. The ability to use a personal computer and telephone is essential. The incumbent must possess good writing and communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, work cooperatively with others as a member of a team, and are responsive to management needs, and represent the Board in a professional manner. Regular attendance and punctuality are an essential part of this job. Ability to professionally and courteously handle rude and irate calls/correspondence from the licensees and the public is essential.

H. Other Information

The MST must possess good communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to Board management needs. The MST must also use strong interpersonal skills to support the achievement of the goals and objectives of the EO and the Board and maintain good working relationships with staff and management.

Confidentiality

The incumbent routinely works with and has access to sensitive and confidential issues and/or materials. The incumbent is expected to maintain the privacy and confidentiality of such information at all times.

Fingerprinting / Criminal Offender Record Information (CORI)

This position has access to Criminal Offender Record Information (CORI). Title 11, Section 703(d) of the California Code of Regulations requires criminal record checks of all personnel who have access to CORI. Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance to DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

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 and 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

Printed Name and Classification

New: 6/2016