

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 5/04)

PROPOSED

Classification Title Program Technician II	Board/Bureau/Division Contractors State License Board (CSLB or Board) Licensing Division
Working Title	Office/Unit/Section/Geographic Location Public Information Center Call Center/Front Counter
Position Number 622-271-9928-010	Effective Date

General Statement: Under the general supervision of the Supervising Program Technician II (SPT II), the Program Technician II (PT II) is responsible for providing telephone and face to face information in the Licensing Division, Public Information Center at the Contractors State License Board (CSLB) to licensees, consumers, applicants and control agencies. Duties and responsibilities include but are not limited to the following:

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

75% (E) Answer incoming phone inquiries from the public on the CSLB 800 phone line. Provide detailed and sometimes sensitive information to the public, licensees, applicants, and other governmental agencies related to the status of contractor licenses, complaints or citations, by utilizing TEALE, Microsoft Word, Imaging Workflow Automated System (IWAS), and the Internet. **25% (E)**

Inform and interpret the application of CSLB laws, Business and Professions Code, regulations, policies and procedures both on the phone and at the public counter. Provide information to contractors, consumers and the general public initiated by Internet access, public counter, call center, mediation centers, and application and processing units regarding requirements for a contractor license, maintenance requirements, complaint mediation, enforcement process, general classification and CSLB policies. Work independently to respond to and resolve the more complex issues relating to the licensing process, and interpret and provide clarification of licensing requirements, statues and regulations. **25% (E)**

Answer specific inquiries and assist customers by phone and in person with questions about completing any of CSLB's 50 forms and applications including, applications for licensure, license modifications, examination and workers' compensation exemptions, complaints, etc. Receive and process payments from the public for license application fees, license renewal fees and citation fees. Resolve difficult and complex issues that are not to the customers' satisfaction/understanding regarding licensing requirements, license maintenance, and complaint handling. **25% (E)**

10% (E) Listen to the recorded messages received on the Interactive Voice Response (IVR) system, write down what the caller has requested, and distribute the materials to the public by mail, and in a timely manner as requested. The IVR system allows the public to request forms, applications or publication to be mailed directly to them. The IVR system can be accessed by the public either through a voice mail prompt when calling the CSLB 800 number or on the CSLB website.

10% (E) Receive cross training between call center and front counter, and act as back-up to the front counter as needed. Follow established procedures, and provide job shadowing for new hires. Attend meetings and training as required.

5% (M) Transfer incoming calls to specific CSLB individuals or units as appropriate.

B. Supervision Received

The PT II works under the general supervision of the SPT II.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

Has daily and consistent contact with public, contractors, licensees, and other personnel, some contacts may be irate and hostile.

F. Actions and Consequences

The PT II renders technical information and resolves problems arising with the public, contractors, applicants, other CSLB units, and other personnel, based on interpretation of CSLB laws, regulations and policies. Decisions made must be thoroughly researched and accurate. Inaccurate decisions can result in unqualified individuals being licensed which could jeopardize the health, safety, and general welfare of the public, or jeopardize the livelihood of applicants by denying licensure without just cause.

G. Functional Requirements

The PT II works 40 hours per week in an office environment, with artificial light and temperature control. Constant use of a personal computer and telephone is essential. Ability to handle rude and irate communications (telephone calls, correspondence, and/or in-person conversations) from the public is essential.

H. Other Information

Regular, punctual and consistent attendance is required. Consistently practice excellent customer service skills using good judgment in decision making and exercising creativity and flexibility in problem identification and resolution.

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: 12/2/2014

APPROVED: DC 1/5/2015