

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 5/04)

Classification Title Office Technician (Typing)	Board/Bureau/Division California Architects Board/Landscape Architects Technical Committee
Working Title Licensing and Administration Coordinator	Office/Unit /Section /Geographic Location Landscape Architects Technical Committee/Licensing and Administration/Sacramento
Position Number 616-120-1139-xxx	Effective Date

Under supervision of the Staff Services Manager I (SSMI), the Office Technician (OT) serves as the Licensing and Administrative Coordinator and provides assistance and clerical support to the Landscape Architects Technical Committee (LATC) and serves as the Licensing and Administration Coordinator.

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

30% (E) Customer Service/Administrative Support

- Acts as DCA administrative liaison. Provides administrative support to the program manager. Serves as the first point of contact for the public, responding to questions or referring to appropriate unit/organization, applying in depth knowledge of LATC processes and other Department of Consumer Affairs (DCA) programs and offices.
- Researches and resolves licensing related problems by gathering information and preparing suggested responses to committee members, candidates, licensees, and the public.
- Responds verbally and in writing to inquiries from licensees, candidates, and the public. Tracks and logs correspondence.
- Maintains staff and member rosters.
- Assists candidates and licensees during the application process by interpreting and applying laws and regulations specific to licensing requirements.
- Service as subject matter expert for transition and implementation to DCA enterprise BreZze system.

20% (E) Licensing

- Initiates new licenses upon ensuring candidates have passed examinations and fees are paid by entering new licensee information into the Applicant Tracking System (ATS) and running a report to transfer information to the CAS to assign license number.
- Researches and resolves licensing issues including but not limited to issues related to problematic license renewals, suspense accounts from the Automated Cashiering Log, missing notices, late payment issues, duplicate payments, submittal of refund information, and unusual circumstances.
- Coordinates collection efforts including warning letters to licensees through reversion of licensee status to delinquent.

- Prepares and mails consumer guides and licensee stamp requirements to new licensees.

10% (E) Cashiering

- Completes the cashiering process for initial license, license renewal and delinquent payments by using the ATS, CAS, or other database systems, completing balance sheets including report of collections by revenue_accounts and overpayments and verifying compliance with State Administrative Manual (SAM) requirements and DCA policies and procedures.
- Completes cashiering process for examination application fees for the California Supplemental Examination. Conducts miscellaneous cashiering functions, process payment, replacements, dishonored checks, refunds, cite/fine, cost recovery, and prepares trial balance and cashiering log for deposit of funds.
- Prepares correspondence for dishonored checks and other cost recovery issues. Maintains meticulous accounting records according to DCA retention policy.

10% (E) Personnel Liaison/Attendance Coordinator

- Works in a confidential capacity to research and provide recommendations on varied sensitive personnel management issues.
- As the attendance coordinator, prepares new employee and LATC member packets and ensures that all required forms, policies and procedures are issued to and completed by the new employees prior to submission to Office of Human Resources (OHR) Transactions.
- Maintains staff attendance tracking logs and audits timesheets for completion and accuracy, submits timesheets to OHR Transactions Specialist in accordance with OHR requirements and the Leave Accounting System (LAS) calendar; gathers and attaches back up-documentation for corrections to timesheets and forwards to OHR.
- Serves as a resource to program employees on non-sensitive or –confidential issues, (i.e. benefits enrollment, payroll, appointment, range change, effective dates, etc.).
- Coordinates LATC member attendance reporting and tracking for per diem reimbursement and maintains LATC member personnel files.

10% (E) Meeting Preparation and Travel Arrangements

- Assembles and distributes agenda package to members and designated staff.
- Coordinates logistics for meetings including member and staff schedules, location, equipment and material set up/take down, Americans with Disability (ADA) compliant accommodations, meals and hotel arrangements when necessary.
- Coordinates all travel arrangements for staff and LATC members. Provides training material and guidance to members, staff, and expert consultants and assists in completing travel claims.

10% (E) Records/Equipment Management

- Coordinates the organization of the supplies, publications and licensee files. Coordinates and maintains central subject files and library items. Ensures that necessary supplies are readily available and replenished, and files are orderly and accessible.
- Serves on DCA committees to automate, refine and otherwise improve records management and other LATC functions. Maintains the records management inventory

and archival records. Prepares record retention schedule and archives records when necessary following SAM and DCA requirements.

10% (E) Accounting/Procurement

- Identifies the need for non-IT services contracts and performs the research necessary to determine what is required. Prepares, reviews, processes and maintains all contracts including equipment service, exam administration and development, and expert consultants.
- Reviews invoices for accuracy and maintains a tracking log to ensure timely payment. Reviews invoicing to verify expenses were incurred, accuracy of billing, maintains tracking log to ensure timely payment and gains appropriate approvals for processing invoices for payment.
- Coordinates development and completion of routine support contracts by applying correct process, forms and boilerplate language. Gains approvals, verifies accuracy of billing on large contracts through the contract manager and maintains contract balances for each.
- Coordinates office supply inventories and places orders using SAM and DCA policy and procedures to ensure continued daily operations.
- Tracks purchase orders and requisitions for timely delivery and accuracy. Tracks General Services' expenditures and all associated expenditures to monitor and verify charges are appropriate.
- Reviews and process travel claims to ensure expenditures comply with SAM and DCA policy and procedures, and are completed accurately. Distributes member per diem and travel checks.

B. SUPERVISION RECEIVED

The OT reports directly to and receives the majority of assignments from the Program Manager. Directions and assignments may also come from the Staff Services Analyst (Special Projects Analyst).

C. SUPERVISION EXERCISED

None

D. ADMINISTRATIVE RESPONSIBILITY

None

E. PERSONAL CONTACTS

The OT has continuous contact with LATC Program Manager, staff, members, licensees, other DCA boards and administrative offices, and California Architects Board management and staff to carry out routine and complex administrative matters. This includes occasional contact on routine confidential personnel issues.

F. ACTIONS AND CONSEQUENCES

Failure to accurately input information on applicants or licenses into the various databases could compromise individual's seeking licensure their ability to provide services to the public. Failure to perform the Cashier duties would result in the LATC's non-compliance, loss of revenue or delay in deposits. Failure to not completely and accurately carry out the duties of this position and provide excellent customer service

to the public, staff, members and stakeholders could cause discredit and embarrassment to the LATC.

G. FUNCTIONAL REQUIREMENTS

The OT works 40 hours per week in an office setting, with artificial light and temperature control. The ability to use a personal computer, telephone, calculator, copier and facsimile machines is essential. The incumbent may spend up to 85% of the working day using a personal computer. The position requires bending and stooping to retrieve files and supplies, walking, and occasional lifting, up to 25 pounds.

H. OTHER INFORMATION

The OT must possess good oral and written 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 be responsive to management needs. Regular and consistent attendance is required. Occasional Travel, approximately 3-4 times a year to LATC meetings or outreach events. Travel is typically one day; however, occasional overnight travel may be required. The OT may have access to 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.

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

Trish Rodriguez

Printed Name