



NAME: _____

Job Control #: _____

**Supplemental Questionnaire
Program Representative Series**

Complete the fields below for any relevant licenses or registrations issued by the Bureau of Automotive Repair which you currently hold:

License Type	License/Registration Number	Expiration Date
Smog Check Inspector		
Smog Check Repair Technician		
Brake Adjuster		
Lamp Adjuster		
Automotive Repair Dealer		

Check the boxes below for any current Automotive Service Excellence (ASE) certifications you hold:

- | | | | | | |
|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| <input type="checkbox"/> A1 | <input type="checkbox"/> A6 | <input type="checkbox"/> B3 | <input type="checkbox"/> G1 | <input type="checkbox"/> T1 | <input type="checkbox"/> T6 |
| <input type="checkbox"/> A2 | <input type="checkbox"/> A7 | <input type="checkbox"/> B4 | <input type="checkbox"/> F1 | <input type="checkbox"/> T2 | <input type="checkbox"/> T7 |
| <input type="checkbox"/> A3 | <input type="checkbox"/> A8 | <input type="checkbox"/> B5 | <input type="checkbox"/> L1 | <input type="checkbox"/> T3 | <input type="checkbox"/> T8 |
| <input type="checkbox"/> A4 | <input type="checkbox"/> A9 | <input type="checkbox"/> B6 | <input type="checkbox"/> L2 | <input type="checkbox"/> T4 | <input type="checkbox"/> X1 |
| <input type="checkbox"/> A5 | <input type="checkbox"/> B2 | <input type="checkbox"/> C1 | <input type="checkbox"/> L3 | <input type="checkbox"/> T5 | |

- Automobile Master Technician (A1 – A8)
- Collision Repair Master Technician (B2 – B5)
- Medium-Heavy Duty Truck Master Technician (T2 – T7)
- Undercar Specialist (A4, A5, X1)

Complete the fields below for any relevant college degree/certificate you hold:

School Name	Course of Study	Units Completed (Semester)	Units Completed (Quarter)	Diploma, Degree or Certificate Obtained	Date Completed

Complete the fields below for any other relevant licenses/certifications you currently hold (including Manufacturer or other state certifications):

License/Certificate	Expiration Date



Program Representative, Department of Consumer Affairs Series

California State Personnel Board Specification

Series established February 2, 1983

Schem Code	Class Code	Class
VU35	6840	Program Representative I, Department of Consumer Affairs
VU36	6823	Program Representative II (Specialist), Department of Consumer Affairs
VU38	7913	Program Representative III (Specialist), Department of Consumer Affairs
VU37	6824	Program Representative III (Supervisor), Department of Consumer Affairs

Definition of Series

The Program Representative, Department of Consumer Affairs, series describes regulatory activities concerned with the administration and enforcement of the Automotive Repair Act and the mandatory Vehicle Inspection and Maintenance Program.

Incumbents in this series inspect automotive repair dealers and licensed facilities to determine that they are in compliance with the law; conduct field inquiries into complaints against automotive repair dealers; conduct investigations and cooperate with law enforcement personnel in developing cases in instances of suspected fraudulent activities; and train and test mechanics applying for licensure.

Definition of Levels

Program Representative I, Department of Consumer Affairs

This is the entry level for this series. Under general supervision, incumbents inquire into consumer complaints which require a knowledge of automobile mechanics and pollution control systems; mediate complaints between consumers and automobile repair shops and uncover practices that may be fraudulent; provide instructions and information to technicians, mechanics, garage owners, and consumers regarding laws and regulations pertaining to the Automotive Repair Act and the mandatory Vehicle Inspection and Maintenance Program; conduct inspections of repair dealers and licensed facilities to ensure compliance with the provisions of the law; prepare documented vehicles in order to detect incompetence or fraud; as a team member, participate with other staff to improve processes. Under direct supervision or as part of an investigative team, participate in conducting investigations and develop recommendations for appropriate disciplinary action; and perform other related work.

Program Representative II (Specialist), Department of Consumer Affairs

This is the more experienced journey level for the series. Under general supervision, incumbents may act as a lead person or technical resource person; independently investigate the more complex cases; provide suggestions and assist team leaders with the administration and enforcement of laws and regulations pertaining to the Automotive Repair Act and the mandatory Vehicle Inspection and Maintenance Program; act as team leader for quality improvement efforts. Incumbents may assist team leaders, team coordinators, and management in the following areas: training, communication, administration, planning, evaluation/assessment, problem solving, quality improvement, and team leadership.

Program Representative III (Specialist), Department of Consumer Affairs

This is the most experienced journey level specialist for the series. Under general directions, incumbents may be responsible for: strategic and tactical planning activities; development and administration of training programs; development and analysis of surveys and other forms of data collection; policy development; development of technical equipment specifications as well as provide technical oversight for specialized and/or undercover equipment procurements; monitoring and administering functions for respective programs on a statewide basis; administering statewide functions for a program area or may track and monitor administrative disciplinary and civil and/or criminal action; reviewing proposed administrative decisions and settlement offers and making recommendations to management; and acting as liaison to the Attorney General's and District Attorney's Offices.

Program Representative III (Supervisor), Department of Consumer Affairs

This is the first supervisory level in this series. Under general direction, the incumbent may be responsible for the supervision of activities within vehicle documentation shops or a small geographic district. Incumbents are responsible for supervision, training, communication, management and administration, planning, evaluation and assessment, problem solving and quality improvement, and team leadership under their jurisdiction. In relation to the above, incumbents initiate appropriate enforcement and regulatory action; manage the complaint resolution and mediation processes; consult with varied professionals and organizations; conduct informational conferences; and supervise an undercover laboratory to detect incompetence and fraud pertaining to the Automotive Repair and mandatory Vehicle Inspection and Maintenance Programs.

Minimum Qualifications

Program Representative I, Department of Consumer Affairs

Either I

Two years of experience in the California state service performing automotive complaint resolving duties equivalent to a Team Associate I, Range C, Department of Consumer Affairs, and one year of experience performing automotive mechanical or collision repair or automotive mechanical or collision inspection duties. (Completion of the requirements for a certificate in automotive mechanic technology at the junior college level may be substituted for one year of the required experience.)

Or II

Four years of experience performing automotive mechanical or collision repair or automotive mechanical or collision inspection duties. (Experience in California state service applied toward this pattern shall include at least one year of experience at a level of responsibility equivalent to a Team Associate I, Range C, Department of Consumer Affairs.) (College or trade school education in automotive engineering or automotive mechanics may be substituted for two years of the required experience on a year-for-year basis.)

Program Representative II (Specialist), Department of Consumer Affairs

Either I

One year of experience in the California state service performing the duties of a Program Representative I, Department of Consumer Affairs.

Or II

Five years of full-time journey level automotive mechanical repair or automotive mechanical inspection experience. (Experience in California state service applied toward this pattern shall include at least one year of experience at a level of responsibility equivalent to that of a Program Representative I, Department of Consumer Affairs.) (College or trade school education in automotive engineering or automotive mechanics may be substituted for two years of the required experience on a year-for-year basis.)

Program Representative III (Specialist),

Department of Consumer

Affairs

Program Representative III (Supervisor),

Department of Consumer

Affairs

Either I

One year of experience in the California state service performing the duties of a Program Representative II (Specialist), Department of Consumer Affairs.

Or II

Six years of full-time journey level automotive mechanical repair or automotive mechanical inspection experience, one year of which must have been in a lead or supervisory capacity. [Experience in California state service applied toward this pattern shall include at least one year of experience at a level of responsibility equivalent to that of a Program Representative II (Specialist), Department of Consumer Affairs.] (College or trade school education in automotive engineering or automotive mechanics may be substituted for two years of the required nonsupervisory experience on a year-for-year basis.)

Knowledge and Abilities

Program Representative I, Department of Consumer Affairs

Knowledge of: Provisions of the Automotive Repair Act and the Vehicle Inspection and Maintenance Program; industry standards for diagnosis and repair of automobiles; tools, equipment, and methods used in the repair, adjustment, and servicing of automobiles and automotive pollution control systems.

Ability to: Apply the techniques involved in mediating and investigating consumer complaints; interpret current manufacturers' specifications; analyze cause of equipment failure or excessive wear; prepare automobiles for use in detecting incompetence or fraud; effectively mediate and investigate complaints; determine the necessity for replacing as opposed to repairing equipment; act as an expert witness; establish and maintain cooperative relationships with law enforcement agencies; interpret and apply regulations in the field and provide technical information in a meaningful manner to persons of varying backgrounds in the course of the work; write letters and prepare field inquiry reports; demonstrate ability to work as a member of a team, flexibility, open-mindedness, and tact when dealing with the public as well as team members; willingly follow supervisory directions; demonstrate professional grooming and dress habits appropriate for representing the State of California with the public and industry.

Program Representative II (Specialist), Department of Consumer Affairs

Knowledge of: All of the above, and broad knowledge in all provisions of the Automotive Repair Act and the Vehicle Inspection and Maintenance Program; industry standards for diagnosis and repair of automobiles; tools, equipment, and methods used in the repair, adjustment and servicing of automobiles, and automotive pollution control systems; in-depth knowledge in at least one of the following areas: complaint investigation, formal investigation, or vehicle documentation; the principles of team leadership.

Ability to: All of the above, and lead a technical team or quality improvement team and contribute suggestions for process improvement; perform the more difficult and complex complaint investigations, formal investigations, or vehicle documentations.

Program Representative III (Specialist), Department of Consumer Affairs

Knowledge of: All of the above, and in-depth knowledge in at least two of the following areas: complaint investigation, formal investigation, or vehicle documentation; the principles of team leadership; in-depth knowledge of the principles and techniques of strategic planning, survey and data collection, and policy development; performance measurement; the administrative discipline and civil and criminal adjudication processes.

Ability to: All of the above, and prepare synopses of issues in disciplinary cases (administrative, civil, and criminal); present viable alternatives and recommend appropriate action to management; develop strategic and tactical plans, training programs, surveys and other data collection forms, and technical equipment specifications; develop policies and procedures, legislative proposals, and issue papers; lead a technical team or quality improvement team and contribute suggestions for process improvement; perform the more difficult and complex complaint investigations, formal investigations, or vehicle documentations.

Program Representative III (Supervisor), Department of Consumer Affairs

Knowledge of: All of the above, and principles and techniques of organization and management; methods of developing workload standards; a supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment which is free of discrimination and harassment; extensive knowledge in all provisions of the Automotive Repair Act and the Vehicle Inspection and Maintenance Program; industry standards for diagnosis and repair of automobiles; tools, equipment, and methods used in the repair, adjustment, and servicing of automobiles and automotive pollution control systems; in-

depth knowledge in at least two of the following areas: complaint investigation, formal investigation, vehicle documentation, and knowledge of the principles of team leadership; principles and techniques of team leadership, on-the-job training and coaching, reviewing the quality of other's work, quality improvement teams, and process management.

Ability to: All of the above, and design reporting systems to reflect field activities; review recommendations for appropriate disciplinary actions; monitor cases directly referred to law enforcement agencies by the field offices; review policies and processes, prepare suggested revisions, and recommend legislation; apply the techniques involved in mediating and investigating consumer complaints; interpret current manufacturer's specifications; analyze cause of equipment failure or excessive wear; prepare automobiles for use in detecting incompetence or fraud; effectively mediate and investigate complaints; determine the necessity for replacing as opposed to repairing equipment; act as an expert witness; establish and maintain cooperative relationships with law enforcement agencies; interpret and apply regulations in the field and provide technical information in a meaningful manner to persons of varying backgrounds in the course of work; write letters; prepare field inquiry reports; supervise and evaluate the performance of others; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.

Driver License Requirements

Applicants for positions in the Program Representative I, II, and III classifications must possess a valid driver license, a good driving record, and are expected to drive vehicles safely. Additionally, employees assigned to the documentation laboratories who are required to drive commercial vehicles must possess the appropriate commercial vehicle operator's license.

Applicants will be admitted to the exam without a commercial vehicle operator's license, but those employees who are required to drive commercial vehicles must obtain the license prior to completion of probation.

Drug Testing Requirements

Where positions require the operation of commercial vehicles, applicants for employment and employees must submit to random drug testing for controlled substances and alcohol as required by State and Federal drug and alcohol testing regulations.

Special Requirements

Applicants for the Program Representative I position shall have a work record clear of revocation or suspension of departmental-issued licenses for Lamp Installer Adjuster, Brake Installer Adjuster, and Smog Technician.

Additional Desirable Qualifications

Possession of current departmental-issued licenses such as Lamp Installer Adjuster, Brake Installer Adjuster, and Smog Technician licenses.

Class History

Class	Date Established	Date Revised	Title Changed
Program Representative I, Department of Consumer Affairs	01/10/1973	02/18/1998	07/01/1995
Program Representative II (Specialist), Department of Consumer Affairs	04/27/1978	02/18/1998	07/01/1995
Program Representative III (Specialist), Department of Consumer Affairs	07/01/1995	02/18/1998	--
Program Representative III (Supervisor), Department of Consumer Affairs	04/27/1978	02/18/1998	07/01/1995

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