

## Duty Statement Rank & File

**Proposed**  
(Submit to HR for Review)  
 **Final**

Print or type.  
See Specific Instructions on page 2.

A. Current Position Number <b>785-400-9929-XXX</b>	B. Probationary Period /JEP Period <b>6 Months</b>	
C. Incumbent Name <b>Program Technician III</b>	D. Classification/Job Title <b>Program Technician III</b>	E. Effective Date <a href="#">Click here to enter a date.</a>
F. Unit, Section, Division <b>Notary and Special Filings Section, Business Programs Division</b>		G. Location <input checked="" type="checkbox"/> Sacramento <input type="checkbox"/> Los Angeles
H. Name of Immediate Supervisor/Manager <b>Vhandhana Chand</b>		I. Classification/Title of Immediate Supervisor/Manager <b>Supervising Program Technician III</b>
J. Bargaining Unit (CBID) <input checked="" type="checkbox"/> BU 4	K. Time Base <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Other	L. Tenure <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Permanent Intermittent <input type="checkbox"/> Limited Term <input type="checkbox"/> Intermittent <input type="checkbox"/> Other
M. Work Schedule <b>Monday - Friday</b>	N. Work Hours <b>8:00 a.m. – 5:00 p.m.</b>	
O. Background Check Required <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	P. Job Requires Driving Automobile <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Q. Certification Required <input type="checkbox"/> Yes <a href="#">Click here to enter text.</a> <input checked="" type="checkbox"/> No

### Section II JOB DESCRIPTION

Indicate the major functions and associated duties, and the percentage of time spent on each (list higher percentages first). Essential functions assigned less than 5% should be combined with other task statements. The total percentage of all functions, including marginal, must equal 100%.

#### DESCRIBE THE ORIGINAL SETTING AND MAJOR FUNCTIONS

This is the superjourney level in this series. Under the general direction of the Supervising Program Technician III or Staff Services Manager I, the incumbent works with little day-to-day supervision to examine various forms and documents for compliance with legal requirements; research, analyze, interpret and apply laws relating to the various documents; and respond to the most difficult technical inquiries. The incumbent exercises sound professional judgment and behavior; accepts responsibility for actions when completing tasks and must be capable of tactfully handling sensitive public contact, difficult questions, irate or dissatisfied customers and deal effectively with peers and superiors. The incumbent must have a detailed knowledge of and the ability to interpret and apply various laws, rules and regulations and must have a thorough understanding of the Agency's policies and procedures.

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**ESSENTIAL FUNCTIONS**

- 45%        **Technical Review & Responsibility**  
In accordance with complex requirements outlined in various California Codes, reviews the most difficult forms, documents and supporting documentation for legal viability; researches pertinent statutes; advises customers, both orally and by written communication, as to unacceptable or deficient forms/documents; responds both orally and by written communication to customer inquiries; discusses with customers (attorneys, accountants, entrepreneurs, etc.) facts or circumstances that affect filing and compliance with statutory requirements; assists customers with revising forms/documents by explaining related laws and recommending appropriate action; and analyzes situations accurately and adopts an effective course of action.
- 30%        **Technical Expertise/Leadership**  
Acts as lead to the Program Technicians II who review routine, and difficult forms; handles the most complex issues with regards to these type of forms and documents; acts as an expert resource responsible for the most sensitive and more difficult Program Technician work.

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**MARGINAL FUNCTIONS**

- 15%        **Administrative Tasks**  
Responds to legal and the most difficult and/or sensitive technical telephone and written general inquiries and inquiries as they relate to forms or documents processed.
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- 10%        **Other Duties**  
"Trouble shoots" - analyzes problems, finds and implements solutions for situations presented by customers and superiors.
- Performs other duties as required.

**Section III****EMPLOYEE/SUPERVISOR STATEMENT**

You are a valued member of the Secretary of State's office. You are expected to conduct yourself professionally and work cooperatively with team members and others during the course of your duties to enable the department to provide the highest level of service possible. You are to adhere to all applicable state and federal laws, rules and department policies; and exercise good judgment in assisting team members and the public. Your efforts to treat others fairly, honestly and with respect are critical to the organization's mission and values.

**EMPLOYEE'S STATEMENT:** I HAVE READ AND UNDERSTAND THE DUTIES, RESPONSIBILITIES, AND PERFORMANCE EXPECTATIONS OF THE POSITION AND DISCUSSED WITH MY SUPERVISOR. I HAVE RECEIVED A COPY OF THE DUTY STATEMENT.

I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION WITH OR WITHOUT REASONABLE ACCOMMODATION:

- YES  
 NO (Notice HR to discuss possible reasonable accommodation)

EMPLOYEE NAME (PRINT FULL NAME)	EMPLOYEE SIGNATURE	DATE SIGNED
▶	▶	▶

**SUPERVISOR'S STATEMENT:** I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH THE EMPLOYEE.

SUPERVISOR NAME (PRINT FULL NAME)	SUPERVISOR SIGNATURE	DATE SIGNED
▶	▶	▶