

DUTY STATEMENT

Employee Name:

Classification: Program Technician II	Position Number: 580-405-9928-009 and 580-405-9928-012
Working Title: Client Services Technician	Work Location: 1616 Capitol Avenue, Sacramento, CA 95814
Collective Bargaining Unit: R04	Tenure/Time Base: Permanent / Full-Time
Center/Office/Division: Center for Infectious Diseases/Office of AIDS	Branch/Section/Unit: AIDS Drug Assistance Program (ADAP) Branch/Client Services, Quality Assurance, and Training Section/Client Services Unit

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by advancing health equity and strategic planning goals and objectives and to promote recognition and reduction of the burden of infection among California's most vulnerable populations through changes in workplace culture and practice.

The Client Services Technician /Program Technician (PT) II understands and uses programmatic and surveillance data to understand the status of HIV and sexually transmitted infection (STI) epidemics, identify strategies and actions for reducing the number of new cases of HIV and STIs and eliminating health inequities that result in disproportionate disease burdens among marginalized demographic groups, and aligns and mobilizes resources and stakeholders to achieve targets.

The incumbent works under the general supervision of the Supervising Program Technician (SPT) II, or Client Services Supervisor. The Client Services Technician/PT II receives and responds to calls in both from clients, enrollment workers, medical providers, contractors, pharmacies, and the public, to assist callers in resolving issues pertaining to client eligibility verification, determining a change in

health insurance status, and determining any issues regarding re-certification and/or re-enrollment. The PT II processes incoming data, such as re-certifications, re-enrollments, and eligibility extension requests into the ADAP Enrollment System (AES) and triages work items and faxes to staff throughout the ADAP Branch. The ADAP, Client Services Unit (CSU) is responsible for answering incoming telephone calls and processing various forms of incoming data to facilitate client eligibility with ADAP's programs. The PT II is required to maintain client confidentiality and a high level of knowledge of the policies, procedures, and eligibility requirements of various ADAP and Pre-Exposure Prophylaxis Assistance Programs (PrEP-AP).

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel:
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

- 35% Promptly answers, verifies identity of caller, and responds to calls from clients, enrollment workers, medical providers, contractors, pharmacies, and public, to address concerns or questions pertaining to client eligibility, determining a change in health insurance status, or determining any issues regarding re-certification and annual re-enrollment. Takes appropriate action to resolve issues. Makes outbound calls to enrollment workers or contractors, as needed, to help resolve issues. Triage calls and transfer, if applicable, to the Client Services Lead, Technical Lead, SPT II, or appropriate ADAP Analyst. Refers escalated or complex issues to a CSU Lead or SPT II or ADAP Analyst for resolution. Completes case notes in the AES and documents call dispositions in the Verizon call center software. Returns assigned voicemails within 24 hours.
- 35% Retrieves faxes from shared email folder, reviews, and enters into appropriate database for further processing. Triage and assigns work items for processing by the appropriate ADAP staff. Processes items in their AES work queue, such as re-certifications, re-enrollment applications, and eligibility extension requests. Processes data based on priority, to ensure clients have timely access to health coverage and/or prescription medication on the ADAP Formulary. Reports delays and/or request the assistance of the SPT II in more complex data items. Refers data issues requiring further investigation to SPT II or ADAP Analyst. Completes case notes in the AES for all data items. Processes incoming returned mail, by placing mailstops on client accounts. Sends mail intake data totals via email to Technical Lead for reporting purposes.
- 20% Reviews and responds, if appropriate, to emails, Microsoft Team chats, and secure messages daily for new and up to date program information including, but not limited to: Med Assist emails, ADAP updates, Management Memos, Job Aids, and Standard Operating Procedures. Updates personal electronic and paper resources in order to provide the most accurate, up to date, information to callers.

Marginal Functions (including percentage of time)

10% Performs other duties as required, including completing mandatory trainings, assisting in training new ADAP staff, and attending staff meetings.

<p>I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.</p>	<p>I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)</p>
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Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date
HRB Use Only: Approved By: Daren Saechao	Date 10/13/2021		