

## DUTY STATEMENT

**Classification:** Program Technician II  
**Job Title:** Program Technician II  
**Name:** TBD  
**Scheme/Class Code:** CZ81, 9928  
**Position Number:** 813-110-9928-960  
**Reports to:** SSMI DOS  
**FLSA Status:** WWG 2  
**Division:** Vocational Rehabilitation Employment Division  
**Location:** Santa Rosa District Office  
**Primary Assignment:** Procurement Specialist

### JOB OBJECTIVES:

Under the general supervision of the Staff Services Manager I (SSMI), in the Redwood Empire District the Procurement Specialist is part of a team of specialists responsible for case service administrative goods purchasing functions in the district using the approved methods of procurement.

The Program Technician II provides a wide variety of clerical support including, but not limited to, document preparation, document review, correspondence and record keeping. Performs specialized duties consistent with the federal and state regulations related to services provided by the DOR's vocational rehabilitation (VR) program. These functions also include the understanding and utilization of all laws, rules, policies, procedures and management memos regarding State procurement processes based on Department of General Services (DGS) guidelines, statutes, regulations, and the DOR Rehabilitation Administrative Manual (RAM) policy and procedures.

### ESSENTIAL JOB FUNCTIONS:

Performs the following technical duties:

40% **Document Preparation:** Utilizes the Accessible Web-based Activity Reporting Environment (AWARE) electronic case recording system to

issue, amend, and monitor the more difficult medical commodity purchase authorizations and non-medical service and commodity purchase authorizations, and invoices. Verifies that case note and "activity due" requests for services comply with DOR federal and state regulations for comparable benefits and consumer financial participation. Verifies authorization documents are correct and in compliance with prior approval requirements. This involves preparation of detailed procurement packets which may include checklists, accompanying worksheets, related documents and information of the purchase and/or for use in CalCard statement processing and reconciliation and Concur/CI Azumano travel booking reservation processing.

Continuously updates district resource information for authorizing medical commodities and non-medical services and commodities to ensure that district staff have access to the most relevant information. Works closely with the Procurement Unit, assists in training Vocational Rehabilitation Service Delivery (VRSD) team members, District Operations staff and district management on medical commodity authorizations, non-medical services and commodities authorization in accordance with DGS guidelines (SAM, PAM, SCM), statutes, state and federal code of regulations, and DOR policy, desk manuals, Intranet resources, and local procedures.

20% **Document Review:** Utilizes the AWARE electronic case recording system and supporting documents to monitor unpaid authorizations. This involves the AWARE Reference Guide and Frequently Asked Questions (FAQs) to follow instructions for running AWARE Reports, including but not limited to the Authorization Full layout and Unliquidated Encumbrance layout. Comply with Central Office reporting which may include but not limited to over \$5000 purchases.

20% **Correspondence** Independently composes emails to all levels of district staff; responds to vendor requests for clarification of process and payment for non-medical services, including vendors who want to know the status of their payments. Requests wholesale lists and item specifications from vendors for authorizations. Composes and types emails concerning invoicing and client services for a variety of external customers. Accesses the AWARE electronic recording system to composes and types letters to clients utilizing case note

information and may include attaching an electronic copy of correspondence to the consumer's Record of Services in AWARE.

10% **Record Keeping:** Develops and maintains procurement packet, CalCard packet files. Delineates, displays, and describes the status of procurement for clients. Utilizes AWARE Helpdesk module, procedure code search feature to access DOR's database of approved vendor codes and rates for services. Works with Central Office (C.O.) Procurement and other Procurement Specialists to maintain databases of administrative and client purchases.

5% Researches the procurement of complex procurement procedures or pieces of equipment based on regulations, participate in DOR internal control and DGS Procurement Audits and assist C.O. Procurement in responding to audit findings and reporting corrective actions.

#### **MARGINAL JOB FUNCTIONS:**

5% **Administrative Duties:** Temporarily perform a variety of support staff functions as needed in support of the overall district operation. Attendance at required procurement training sponsored by DGS and DOR. Participate in procurement-related workgroups/taskforces as needed to improve procurement operations. Perform other job-related duties as assigned.

**Travel:** Up to 5% travel may be required to attend forums, conferences or trainings or meetings.

**All Times:** Communicates regularly with VR staff; provides excellent customer service to both internal and external customers; ensures the timely completion of assignments; interacts with consumers and coworkers in a professional manner, and with integrity and respect. Attempts to resolve individual's concern at the lowest possible level; offers other dispute resolution options; and elevates to next level, if needed.

#### **Consequence of Error:**

This position has responsibility to help ensure that the principles and practices of the Division are carried out and implemented in accordance with the

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Department's mission, policies, and procedures, as well as federal, state, and local laws. Lack of knowledge, inaccurate work, misunderstanding, poor judgement, or inadequate analyses could result in misleading information being provided to the Department, state and local agencies or create misleading perceptions.

**Note:** It is the policy of the Department of Rehabilitation to provide equal employment opportunity to qualified individuals with disabilities through compliance with FEHA and ADA (where it would result in broader protection of the civil rights of an applicant or employee with a disability).

I have read, understand, and agree to perform the above listed duties and all duties typically performed by this classification. I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others and in a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodations.

\_\_\_\_\_  
**(Employee's Name)**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Keiko Watanabe, SSMI DOS**

\_\_\_\_\_  
**Date**

**Original: Employee's Official Personnel File**  
**Copies: Employee and Supervisor's drop file**