DUTY STATEMENT

Employee Name: **Vacant**	Position Number: **580-630-9925-003**
Classification: Supervising Program Technician II	Tenure/Time Base: Permanent / Full-Time
Working Title: Database Supervisor	Work Location: 1500 Capitol Avenue Sacramento, CA 95814
Collective Bargaining Unit: S04	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Environmental Health / Division of Radiation Safety and Environmental Management	Branch/Section/Unit: Radiologic Health Branch / Financial Operations & Analysis / Database Support 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.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

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 providing billing and renewal support for California's licensed X-ray technologists, machine registrants, and radioactive materials license holders to ensure the health and safety of Californians from ionizing radiation.

The Supervising Program Technician II (Sup. PT II) supervises and monitors the workload of staff who review and process billing and payments for various programs managed by the Radiologic Health

Branch (RHB). The Sup. PT II serves as a liaison, resolving complex billing issues with facilities, business owners, doctors, office managers, and other license and permit holders. The Sup. PT II plans, organizes, and directs workflow, provides quality control for data entries, and making recommendations to management on difficult assignments. The incumbent is also responsible for training new staff, assessing their competence regularly, and completing performance evaluations.

The incumbent works under the general direction of the Staff Services Manager (SSM) I of the Database Support Unit.

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)

40%   Supervises and monitors the workload assigned to staff in the review and calculation of billing and payment processing for all programs administered by the RHB. Oversees the receipt and proper allocation of approximately $28 million of revenue annually to support the Radiation Control Fund (RCF). Ensures the accuracy of payments entered into the various databases such as the Health Applications Licensing (HAL) and FileBound, ensures deposits to accounting are processed timely to meet audit requirements, and documents continuing education credits. Acts as a liaison in contacting facilities, business owners, doctors, office managers, and other license and permit holders to resolve the most complex billing issues. Plans, organizes and directs workflow. Provides quality control data record entries into HAL.

25%   Handles the more difficult assignments involving recommendations to management regarding the waiving of delinquent fees and providing refunds for registration and certification. Prepares appropriate documentation and notifies external customers of the outcomes. Responds to the most difficult requests related to renewal and billing issues. Processes licensee holders' requests to downgrade licenses. Completes other general correspondence as necessary.

20%   Responds to requests from upper management regarding escalated billing concerns to ensure they are fulfilled in a timely and accurate manner. Oversees training of new staff and verifies competency at regular intervals. Completes probation reports for new employees and ensures Individual Development Plans/Performance Evaluations are completed at annual intervals thereafter.

10%   Responds to constituent queries distributed from the department's website. Ensures that deposits, correspondence, and verifications are filed timely and accurately.

Marginal Functions (including percentage of time)

5%   Performs other work-related duties as assigned.

☐ 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.

☐ 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.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:
Approved By: Nathalia Klyn
Date: 12/10/25