

Current
 Proposed

Civil Service Classification: Office Technician (Typing)

Working Title: Supportive Services Office Technician

Division Branch Name: Older Adult Programs Branch, Supportive Services Section

Incumbent: Vacant

Position Number: 797-722-1139-001

Effective Date:

Conflict of Interest (COI): N

FLSA Status: Non-Exempt

CBID: R04

Tenure: Permanent

Time Base: Full Time

You are a valued member of the department's team. All CDA employees are expected to work collaboratively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA and we strive to achieve equity and inclusion in the workplace for all employees. We believe that a diverse workforce and inclusive workplace culture enhances the performance of our organization and the quality of representation that we provide to our diverse client base.

DESCRIPTION:

Under the general direction of the Supportive Services Section Chief (Supervisor II), and the Older Adult Programs Branch (OAPB), the Office Technician (Typing) provides clerical and administrative support for the branch. This position is responsible for the day-to-day operations and primary coverage of the California Aging and Adult Information Line (CAAIL). Duties include phone line coverage, tracking system maintenance, document preparation, records maintenance, correspondence tracking, and general office support. The incumbent works in a team environment and coordinates with representatives from other teams and support staff. The position requires knowledge of programs for older adults, adults with disabilities and family caregivers, and a thorough understanding of team functions, vision, mission, and goals. Good judgement and the ability to communicate effectively are of primary importance to this position.

ESSENTIAL JOB FUNCTIONS:

45% Receives and responds to CAAIL telephone calls from the public and individuals seeking information and resources to ensure timely, accurate information, appropriate referrals, and effective customer service. Provide information to caller and redirects them to the local Area Agency on Aging (AAA) or appropriate agencies based on their needs. Maintains and updates

CAAIL call tracking systems and call logs, and resources lists to ensure accurate documentation of caller information, inquiry trends, and service outcomes, including during emergencies or special events. Documents daily telephone contact with callers, maintaining and updating a current list of AAAs contact information and resources, soliciting information on new information and resources available in the community as needed. Downloads, compiles and submits narrative and statistical reports reflecting call activity. Provide guidance and support to team covering CAAIL back-up by providing guidance to team members on CAAIL professional conduct, phone system use, handling difficult callers, and accessing available resources to ensure consistent, high-quality customer service. Compiles call data and prepares summaries for management review. Tracks workflow and inform management of process concerns.

- 20% Enters, organizes and maintains filing and tracking systems for materials received from AAAs, including monitoring reports, corrective action plans, monitoring satisfaction surveys, Area Plans, contracts, budgets, budget revisions, and routine correspondence. Prepares, formats and formats documents, including memos, letters, reports, charts using a personal computer in support of branch business needs. Proofreads all documents for grammar, content, format, and style ensuring accuracy, clarity and consistency with accepted departmental methods.
- 15% Collaborates with team members, other CDA Divisions, and AAA staff to document, track, and resolve problems, ensuring timely and effective resolution of issues. Maintains and updates a list of resources to provide various materials to the AAAs and/or service providers as requested to deliver timely, accurate, and efficient distribution of information and resources. Distributes and tracks assignments and correspondence; maintains logs of controlled correspondence and bill analyses by deadline dates; and tracks workflow and informs management of process concerns. Attends meetings and conference calls to record and prepare meeting notes for Manager or branch team, providing accurate documentation of discussions and action items.
- 10% Receives and reviews branch mail, provides program information, and routes communication to appropriate OAPB staff for response as required supporting timely and accurate handling of inquiries and correspondence. Prepares and maintains mailing lists, web page links, and materials to be emailed or mailed to the general public, other state agencies, and advisory committees. Updates directories for branch staff including AAA Outlook distribution lists, mailing lists, and contact lists and schedules conference meetings for branch team as requested. Maintains and organizes office supplies for OAPB, including submitting requisitions to Business Management Section, to support smooth branch operations.
- 5% As the primary timekeeper, receives and reviews monthly timesheet submissions by supervisors for completeness, communicates timesheet corrections, and verifies any mandatory training documentation. Schedules and coordinates panel job interviews for OAPB as requested ensuring organized and efficient recruitment processes. Receives and reviews monthly time and effort reporting for accuracy to support departmental compliance and reporting requirements.

Marginal Job Functions

5% Performs other duties as needed to support the operations of the branch.

TRAVEL: Not required.

TYPICAL WORKING CONDITIONS:

The physical work location of the position is designated at the department's headquarters location, a three-story building and standard office modular workspace located in Natomas. The duties of the position require sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings whether they are digital (i.e., Zoom, WebEx, MS Teams, etc.) or in person.

EQUAL EMPLOYMENT OPPORTUNITY:

The California Department of Aging is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the policy of CDA to provide equal employment opportunity to all employees and applicants; those employees have the right to work in an environment free from discrimination; those consumers have the right to receive services free from discrimination in compliance with local, state, and federal laws.

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.
- I have signed and received a copy of the duty statement.

Supervisor's Signature and Date

Supervisor's Name and Title

EMPLOYEE'S STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without reasonable accommodation (if you believe reasonable accommodation is necessary, discuss your concerns with your supervisor. If unsure of a need for reasonable accommodation, inform your supervisor who will discuss your concerns with Human Resources.)

STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF AGING
DUTY STATEMENT
CDA 9003 (REV 02/2024)



- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

Employee's Signature and Date

HUMAN RESOURCES BRANCH USE ONLY:

Duties meet class specification and allocation guidelines.

Exceptional allocation, STD 625 on file.

Analyst initials: PS/TB Date Approved: 2/17/26

Revision Date (if applicable): _____