

Duty Statement Rank and File

Section I **POSITION INFORMATION**

A. Current Position Number 785-403-9928-012	B. Probationary Period/Job Evaluation Period 6 Months	C. Form 700 Filer? No
D. Incumbent Name Program Technician II		
E. Classification/Job Title Program Technician II		F. Date of Hire
G. Unit, Section, Division Los Angeles Counter, Unit 1, Notary Section, Business Programs Division		H. Location Los Angeles
I. Name of Immediate Supervisor/Manager Maria Serrano		J. Classification/Title of Immediate Supervisor/Manager Supervising Program Technician II
K. CBID (Bargaining Unit) R04	L. Time Base Full Time	M. Tenure Permanent
N. Work Schedule Monday – Friday	O. Work Hours 8:00 AM – 5:00 PM	P. Telework 100% In-Office
Q. Background Check Required <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	R. Job Requires Driving Automobile <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	S. Certification Required <input type="checkbox"/> Yes <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

Under the general supervision of a Supervising Program Technician II and/or Supervisor I, the incumbent provides a variety of technical services offered through the Business Programs Division in the Los Angeles Regional office. Works with a degree of independence, must have 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. Must have general knowledge of other sections/divisions within the Secretary of State and other agencies for referrals when necessary. The incumbent must be capable of tactfully handling sensitive public contact, difficult questions, irate or dissatisfied customers and deal effectively with peers and superiors.

ESSENTIAL FUNCTIONS

Percentage	Description of Duty
40%	<p><u>Customer Service and Correspondence</u> Interacts professionally with customers at the public counter or by telephone regarding inquiries, information, documents and fees received. Understands and interprets laws and maintains familiarity with applicable codes, regulations, division policies and procedures pertaining to authentications and requests. Utilizes the computer system and attached devices as applicable. Researches and responds to customer inquiries in person, by telephone, and/or email. Coordinates public requests for information with other support units in the Sacramento office to provide requested information.</p>
40%	<p><u>Technical Review & Responsibility</u> Processes and receives domestic partnership filings and apostilles to ensure compliance with statutory or regulatory requirements. Makes determinations on the acceptability of the above referenced documents, filings, and requests. Retrieves information from the databases to answer high level customer questions and inquiries. Makes independent judgments based on statutory provisions of applicable codes and regulations; makes careful analysis and performs technical functions related to these filings.</p>
15%	<p><u>Reconciliation Processing</u> Determines fees and computes financial transactions utilizing guidelines pursuant to program law. Processes daily reconciliation of bank deposit and is responsible for transmitting documents to the Sacramento office for further processing.</p>

MARGINAL FUNCTIONS

Percentage	Description of Duty
5%	<p><u>Administrative Tasks & Special Projects</u> Receives and disseminates documents and printed materials on behalf of other programs of the Secretary of State's Office. Travels to and provides customer service at Apostille Pop-Up Shop (APUS) events in Southern California. Performs other duties as required.</p>

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned that fall within their classification, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

Section III EMPLOYEE/SUPERVISOR STATEMENT

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: (If you believe reasonable accommodation is necessary, please initiate a discussion with either your supervisor or the Secretary of State's Human Resources Bureau).

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 ▶
--	---------------------------	------------------