

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

CLASSIFICATION:

Management Services Technician

POSITION NUMBER:

800-442-5278-002

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

State Hearings Division

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

Customer Service Bureau/ Call Center/ Phone Agent

SUPERVISOR'S NAME:

Sheema Shahrashoob

SUPERVISOR'S CLASS:

Supervisor I

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. *(Explain below)*
- None
- Other *(Explain below)*

Fingerprint clearance required.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

**SUPERVISION EXERCISED** *(Check one)*:

- None                       Supervisor                       Lead Person                       Team Leader

**FOR SUPERVISORY POSITIONS ONLY:** Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

**FOR LEADPERSONS OR TEAM LEADERS ONLY:** Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

We provide timely, independent and impartial due process hearings and produce timely, legally correct decisions. We maintain the integrity of the state hearing process, provide efficient administration of the state hearing process, communicate with counties, claimants, and others to achieve an efficient and effective state hearing process and identify and influence various issues that arise in the state hearings process that appear inconsistent with existing law or policy.

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**CONCEPT OF POSITION:**

Under the supervision of the Supervisor I, the Management Services Technician (MST) is responsible for prehearing actions related to the State's hearing process for a wide variety of programs, such as assistance for California Fresh Food Assistance Program and California Work Opportunity and Responsibility to Kids etc. The incumbent works directly with claimants and authorized representatives (ARs) to file oral hearing requests via Virtual Contact Center (VCC). The MST is responsible for accurate data entry into the Appeal Case Management System (ACMS) and processing of incoming and outgoing calls. Duties include receiving telephone calls from claimants or AR, initiating verbal hearing requests via ACMS, and referring customers to the appropriate county or responsible agencies.

**A. RESPONSIBILITIES OF POSITION:**

50% While utilizing excellent customer service skills and professionalism assist callers by responding to inquiries received through the State Hearings Division toll-free telephone number through inbound and outbound calls. Handles claimants' calls for various public assistance for the California Fresh Food Assistance Program and California Work Opportunity and Responsibility to Kids (CalWORKs) via the Virtual Contact Center (VCC). Prepares and files oral state hearing requests in the Appeals Case Management system (ACMS) for applicants/recipients disputing their public assistance benefits to ensure due process is met per federal and state law. Communicates policy, procedures, and program information in language more readily understood by clients. Verify callers and record details of inquiries and actions taken to resolve each request. Accurately determines the best course of action to meet the caller's needs. Maintains current, organized, and retrievable program material to ensure accurate and timely responses. Complies with all Health Insurance Portability and Accountability Act (HIPAA) guidelines and regulations regarding handling highly confidential personal health information.

20% Responds to calls from other California Department of Social Services entities, state departments, and county welfare departments regarding processing hearing requests, program activities, and special projects. Interpret policies and guidelines to the general public and internal and external stakeholders.

15% Answer telephone calls via VCC regarding pre-hearing actions on existing appeals for public assistance programs (e.g., Cal-Fresh, Refugee Cash Assistance, CalWORKs, etc.) and refer to appropriate internal units within SHD.

5% Answer telephone calls via VCC regarding public assistance programs and refer customers to the appropriate agencies, such as the county, Covered CA, etc.

5% Participates in work groups involving staff at various levels to identify options for developing and implementing resolutions of complex and sensitive issues within the SHD.

5% May attend a variety of training sessions in person, online, or via telephone conference. Participates in individual project assignments, process improvement discussions, or system testing projects.

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B. SUPERVISION RECEIVED:

The MST is supervised by the Supervisor I in Customer Service

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The MST is directly involved on a daily basis with all levels of departmental staff; applicants/recipients; county social/human services agencies; Authorized Representatives, and; the public.

E. ACTIONS AND CONSEQUENCES:

Failure to process hearing requests or respond to related inquiries by the MST could result in possible hardship to the claimant and untimely decisions rendered within the mandated time frames. This could result in monetary penalties for the Department.

F. OTHER INFORMATION:

The duties and responsibilities require a high level of customer service phone skills, clerical skills, initiative, good judgment and confidentiality. This position requires proficiency in the use of computers and knowledge of Departmental policies and procedures. This classification must have the ability to format correspondence; spell correctly, proofread for proper use of grammar, punctuation, vocabulary, and independently correct errors at a level required for successful job performance. The MST must have good interpersonal communication skills, enjoy working with the public, desire to learn complex public assistance programs and their application. Be able to work well under pressure in order to meet mandated time frames. Strong customer service skill are required.