

DUTY STATEMENT

DFW 242A (REV. 07/18/22)

Department Statement:

California is one of the most biodiverse places on the planet. As such, the Department of Fish and Wildlife (CDFW) values diverse employees working together to protect nature for all Californians. CDFW is committed to fostering an inclusive work environment where all backgrounds, cultures, and personal experiences can thrive and connect others to our critical mission.

INSTRUCTIONS: A duty statement and organizational chart must be submitted with each Request for Personnel Action, Form 242	EFFECTIVE DATE
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DFW DIVISION/BRANCH/REGION/OFFICE License and Revenue Branch	POSITION NUMBER (Agency-Unit-Class-Serial) 565-012-9928-905
UNIT NAME AND LOCATION Sacramento	CLASS TITLE Program Technician II
INCUMBENT	CURRENT POSITION NUMBER (Agency-Unit-Class-Serial) 565-012-9928-905

BRIEFLY DESCRIBE THE POSITION'S ORGANIZATION SETTING AND MAJOR FUNCTIONS	
Under the general supervision of the Supervising Program Technician II, the Program Technician II is a part of the Customer and Agent Support Team (CAST) and performs the more difficult program specialist work as a journey level technician, including answering questions from the public and approximately 1,400 license agent locations pertaining to the policies and procedures of selling licenses, permits, tags, and other entitlements through the Automated License Data System (ALDS); responding to sensitive, difficult, and technical telephone calls from the public, license agents, online customers, and other Department of Fish and Wildlife offices; reviews and researches customer records and licensing errors, and makes the recommendation to the correct the customer record and licensing errors; reviews technical reports that are generated with pre-defined criteria to identify and update customer records as duplicate or unique in the ALDS; assists with training new employees, keeping the CAST supervisor apprised of the unit's work-related activities, and preparing various reports regarding work status and productivity	

PERCENTAGE OF TIME PERFORMING DUTIES	INDICATE THE DUTIES AND RESPONSIBILITIES ASSIGNED TO THE POSITION AND THE PERCENTAGE OF TIME SPENT ON EACH. GROUP RELATED TASKS UNDER THE SAME PERCENTAGE WITH THE HIGHEST PERCENTAGE FIRST. (USE THE REVERSE SIDE IF NECESSARY.)
40%	<u>ESSENTIAL FUNCTIONS:</u> Monitor and generate customer record merge reports created by the Automated License Data System (ALDS). Apply license sales laws, rules, and regulations to identify customers with duplicate records. Research violations concerning licensing or data entry errors made in the system, determine which records are unique (belong to different customers), which need to be merged (same customer), and takes appropriate action. Review and research customer records and licensing errors. Makes recommendations to management for corrections to customer records based on the technical reports that are used to identify customers as being either duplicate or unique in the system. Incumbent is responsible for ensuring their assigned merge processing batches are marked complete in time to meet hunting and waterfowl drawing deadlines and that merge processing activities are performed accurately and timely. Assists with training new employees and preparing various reports regarding work status and productivity.
30%	Responds to sensitive, difficult, and technical telephone calls from the public, license agents, online customers, and CDFW offices. Answers questions from the public and more than 1300 license agent locations pertaining to the policies and procedures of selling licenses, permits, tags, and other entitlements through the ALDS. Provides customers and license agents with step-by-step instructions on navigating the ALDS to purchase licenses and permits, report harvests, apply additional security settings to customer records, enroll in autorenewal, enter and store credit card information, complete the email validation process, and update identification and hunter education requirements.
20%	Research the ALDS, Fish and Game Code, regulations, operational manuals, and databases regarding inquiries from license agents, customers, CDFW offices, the public, and local, federal, and

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10%	<p>state agencies. Research and provide license information to Law Enforcement Division (LED) officers to support investigations pertaining to violations of Fish and Game Code and Title 14 of the California Code of Regulations.</p> <p>NON-ESSENTIAL FUNCTIONS: Performs administrative tasks and completes other assigned tasks within and/or outside of the assigned unit to contribute to the achievement of License and Revenue Branch goals and objectives.</p> <p>WORKING CONDITIONS: Requires the use of a computer, keyboard, and mouse for several hours a day. Involves sitting most of the time but may involve walking or standing for brief periods. Occasional day travel up to 5% may be required within the State of California via private or public transportation (i.e., automobile, bus, etc.) to participate in trainings and meetings.</p>	
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.		
PRINT SUPERVISOR'S NAME	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT. I HAVE READ AND UNDERSTAND THE DUTIES AND ESSENTIAL FUNCTIONS OF THE POSITION AND CAN PERFORM THESE DUTIES WITH OR WITHOUT REASONABLE ACCOMMODATION.		
PRINT EMPLOYEE'S NAME	EMPLOYEE'S SIGNATURE	DATE